

AIRCRAFT ACCIDENT PACKAGE

ZBW-ARTCC-148

AAL11, B762

September 11, 2001, 1246 UTC

Destroy: September 11, 2006 UTC

ZBW-ARTCC-148
AAL11

Section 1.
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ZBW-ARTCC-148
AAL11

Section 2.

FAA Form 8020-6, Report of Aircraft Accident, and
FAA Form 8020-6-1, Report of Aircraft Accident (Continuation Sheet)

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION REPORT OF AIRCRAFT ACCIDENT				REPORT DATE: November 13, 2001		REPORT NO: ZBW-ARTCC-148					
NAME OF REPORTING FACILITY: Boston (ZBW) ARTCC											
1. AIRCRAFT TYPE AND IDENTIFICATION: Boeing 767-200, (B762), AAL11		2. DATE/TIME OF ACCIDENT (GMT): September 11, 2001, 1246 UTC		3. LOCATION OF ACCIDENT: New York, New York							
4. NATURE OF ACCIDENT: Impact With World Trade Center North Tower				5. TYPE OF FLIGHT: Air Carrier, Domestic Flight, IFR Flight Plan							
6. FLIGHT CREW	NAME	POSITION	ADDRESS (CITY AND STATE)		UNIN- JURED	IN- JURED	FATAL- ITY				
	John Ogonowski	Pilot	Dracut, Massachusetts				X				
	Thomas McGuinness	First Officer	Portsmouth, New Hampshire				X				
	Barbara Arestegui	Flight Attendant	Marston Mills, Massachusetts				X				
	Jeffery Collman	Flight Attendant	Novato, California				X				
	Sara Low	Flight Attendant	Batesville, Arkansas				X				
	Karen Martin	Flight Attendant	Danvers, Massachusetts				X				
7. PASSENGER DATA: (If available, list names, addresses, extent of injuries, and other information on continuation sheet.)			NUMBER ABOARD AIRCRAFT	81	NUMBER UNIN- JURED	0	NUMBER INJURED	0	NUMBER FATAL- ITIES	81	
8. AIRCRAFT DAMAGE: Destroyed			9. PROPERTY DAMAGE: World Trade Center North Tower Destroyed								
10. OPERATING STATUS OF NAVIGATIONAL AIDS/LIGHTS/COMMUNICATIONS: Normal											
11. WEATHER DATA	CONDITIONS IN ACCIDENT AREA AT TIME OF ACCIDENT: METAR La Guardia, Flushing, New York, 0851 EDT, wind three two zero degrees at nine knots, visibility one zero statute miles, few clouds at twenty five thousand, temperature two zero degrees celsius, dew point one four degrees celsius, altimeter three zero one three; remarks - automated station with weather discriminator, sea level pressure two zero one, temperature positive, temperature twenty point zero degrees celsius, dewpoint positive, dewpoint thirteen point nine degrees celsius.										
	REPORT JUST PRIOR TO ACCIDENT: METAR La Guardia, Flushing, New York, 0751 EDT, wind three two zero degrees at nine knots, visibility one zero statute miles, few clouds at twenty five thousand, temperature one nine degrees celsius, dew point one four degrees celsius, altimeter three zero one one; remarks - automated station with weather discriminator, sea level pressure one nine six, twenty four hour precipitation group - point five three inches, temperature positive, temperature nineteen point four degrees celsius, dewpoint positive, dewpoint thirteen point nine degrees celsius.								DATE/TIME 09/11/01 1151 UTC		
	FIRST REPORT SUBSEQUENT TO ACCIDENT: METAR La Guardia, Flushing, New York, 0951 EDT, wind three four zero degrees at nine knots, visibility one zero statute miles, few clouds at one thousand, scattered twenty five thousand, temperature two two degrees celsius, dew point one three degrees celsius, altimeter three zero one three; remarks - automated station with weather discriminator, sea level pressure two zero four, smoke, few clouds one thousand, smoke plume drifting southeast, temperature positive, temperature twenty two point two degrees celsius, dewpoint positive, dewpoint thirteen point three degrees celsius.								DATE/TIME 09/11/01 1351 UTC		
12. ATS PERSONNEL INVOLVED	NAME	FACILITY	OPERATING POSITION				CHECK IF EYEWITNESS				
	Stephen Roebuck	*(SR)	Boston ARTCC	Sector 47 Radar							
	Richard Beringer	(RB)	Boston ARTCC	Sector 47 Radar Associate							
	Peter Zalewski	(ZP)	Boston ARTCC	Sector 46 Radar							
	Brazalino Martins	(NO)	Boston ARTCC	Sector 38 Radar							
	Shirley Kula	(SO)	Boston ARTCC	Sector 38 Radar Associate							
	David McGlaufflin	(CC)	Boston ARTCC	Sector 09 Radar							
	Glen Poncet	(PN)	Boston ARTCC	Sector 09 Radar Associate							
	Maria Moran	(ET)	Boston ARTCC	Sector 10 Radar Associate							
	Michael Royer	(RY)	Boston ARTCC	Sector 10 Radar							
	Thomas Roberts	(RT)	Boston ARTCC	Sector 39 Radar							
	William Smith	(PU)	Boston ARTCC	Sector 36 Radar							
	Scott Johnson	(JO)	Boston ARTCC	Sector 36 Radar Associate							
Jonathan Schippani	(SH)	Boston ARTCC	Area C Operations Supervisor								
Donald Larson	(LN)	Boston ARTCC	Sector 10 Radar								
13. SIGNATURE OF FACILITY CHIEF Heather Hemdal 											

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
REPORT OF AIRCRAFT ACCIDENT**
(Continuation Sheet)

REPORT DATE

September 20, 2001

REPORT NO.

ZBW-ARTCC-148

NAME OF REPORTING FACILITY

Boston ATCT (BOS)

14. CHRONOLOGICAL SUMMARY OF FLIGHT (Including control or other services provided by ATS facilities, and emergency action taken.)

September 11, 2001

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME
UNLESS OTHERWISE SPECIFIED

- 1117 - Boston Clearance Delivery transmitted via data link an IFR clearance to Los Angeles to AAL11.
- 1144 - AAL11 called Ground Control ready to push back and received instructions to monitor ground point nine.
- 1145 - AAL11 was issued traffic restrictions and instructed to push back.
- 1149 - AAL11 called Ground Control One (GC1) ready to taxi.
- 1150 - AAL11 was given taxi instructions to the Bravo Hold Point for a runway four right (4R) departure by GC1.
- 1155 - AAL11 was instructed to monitor Local Control West (LCW).
- 1156 - AAL11 was issued taxi instructions to runway 4R and advised to monitor the Local Control East frequency.
- 1157 - AAL11 was instructed by Local Control East (LCE) to taxi into position and hold on runway 4R.
- 1159 - AAL11 was cleared for takeoff runway 4R.
- 1200 - AAL11 was instructed to contact Initial Departure (ID).

No More Follows

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
REPORT OF AIRCRAFT ACCIDENT**
(Continuation Sheet)

REPORT DATE
September 18, 2001

REPORT NO.
ZBW-ARTCC-148

NAME OF REPORTING FACILITY
Boston TRACON (A90)

14. CHRONOLOGICAL SUMMARY OF FLIGHT (including control or other services provided by ATS facilities, and emergency action taken.)

September 11, 2001

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME
UNLESS OTHERWISE SPECIFIED

1200 – AAL11 reported on Initial Departure (ID) frequency climbing out of 2,000 for 3,000. ID radar identified AAL11 then issued VFR traffic at 10 o'clock and 2 miles. AAL11 reported the VFR aircraft in sight.

1201- ID instructed AAL11 to climb and maintain 8,000. AAL11 acknowledged the instruction.

1202 – ID instructed AAL11 to turn right to a heading of 180. AAL11 acknowledged the instruction.

1203 – ID instructed AAL11 to climb and maintain 14,000 then issued a right turn to a heading of 220. AAL11 acknowledged the instructions.

1204 – ID instructed AAL11 to turn right to a heading of 270 and contact Boston Approach (Lincoln position – SL) on frequency 127.2. AAL11 reported on SL frequency passing 10,000 for 14,000. SL issued a heading of 270. AAL11 acknowledged the instruction.

1205 – SL instructed AAL11 to contact Boston Center on frequency 133.42. AAL11 acknowledged the frequency change.

1230 – Boston Center (BOSOX Sector) called SL and asked the controller to attempt contact with AAL11. SL attempted to contact AAL11 but the aircraft did not respond. SL advised Boston Center of that the aircraft was not on frequency.

No More Follows

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION REPORT OF AIRCRAFT ACCIDENT (Continuation Sheet)	1. REPORT DATE November 13, 2001	2. REPORT NO. ZBW-ARTCC-148
3. NAME OF REPORTING FACILITY Boston (ZBW) ARTCC		

14. CHRONOLOGICAL SUMMARY OF FLIGHT (including control or other services provided by ATS facilities, and emergency action taken.)

September 11, 2001

**ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME
UNLESS OTHERWISE SPECIFIED**

1205 – American Airlines Inc. Flight 11 (AAL11) reported on Sector 47 Radar position's (47R) frequency leaving 11,000 feet for 14,000 feet and was issued flight level two three zero and direct routing to the Chester (CTR), MA VOR.

1208 – 47R issued AAL11 a frequency change to Boston ARTCC frequency 127.82. AAL11 acknowledges frequency change.

1209 – AAL11 reported on Sector 46 Radar position's (46R) frequency leaving Flight Level one nine zero for Flight Level two three zero. Sector 46 Radar Position (46R) instructed AAL11 to climb and maintain Flight Level two eight zero. AAL11 acknowledges clearance.

1210 – 46R instructed AAL11 to climb and maintain Flight Level two nine zero. AAL11 acknowledges clearance.

1211 – 46R issued AAL11 merging target procedure for traffic at Flight Level three one zero. AAL11 acknowledges the advisory.

1213 – 46R issued AAL11 a twenty degree right turn. AAL11 acknowledges clearance. 46R issued AAL11 Flight Level three five zero. AAL11 does not reply. 46R re-issued AAL11 Flight Level three five zero. AAL11 does not reply.

1214 – 46R broadcasts over frequency for AAL11. AAL11 does not reply. 46R broadcasts over frequency for AAL11. AAL11 does not reply. 46R attempts contact with AAL11. AAL11 does not reply. 46R completed coordination with Sector 38 Radar Position (38R) concerning AAL11 and advises aircraft in turn and not responding.

1215 – 46R attempts contact with AAL11. AAL11 does not reply. 46R attempts contact with AAL11 and asks AAL11 to ident. AAL11 does not reply. No ident observed from AAL11.

1216 – 46R attempts contact with AAL11 via frequency 121.5 and restates frequency AAL11 should be monitoring. AAL11 does not reply. 38R attempts twice to contact AAL11. AAL11 does not reply.

1217 – 46R attempts contact with AAL11. AAL11 does not reply. 46R attempts contact with AAL11 and requests AAL11 to ident. AAL11 does not reply. No ident observed from AAL11.

1218 – 46R attempts contact with AAL11. AAL11 does not reply. 38R attempts contact with AAL11. AAL11 does not reply. Sector 38 Radar Associate Position (38RA) requests Sector 47 Radar Associate Position (47RA) to query Boston Approach to determine if AAL11 has returned to Boston Approach frequency.

1220 – 46R attempts contact with AAL11. AAL11 does not reply. Sector 39 Radar Position (39R) requests American Airlines Flight 269 (AAL269) to attempt to contact AAL11 on company frequency. Last transponder return from AAL11 at 1220:48 UTC. All further radar data is primary target only.

1221 - 38R attempts contact with AAL11. AAL11 does not reply.

1222 – 46R attempts contact with AAL11. AAL11 does not reply.

1223 – 38R attempts contact with AAL11. AAL11 does not reply. Sector 36 Radar Position (36R) broadcasts on frequency 121.5 for AAL11 asking aircraft to ident. AAL11 does not reply. No ident observed from AAL11. 39R advises AAL269 that AAL11 may have an electrical problem as AAL11's transponder is not operating.

1224 – 36R broadcasts on frequency 121.5 for AAL11. Unknown transmission on Sector 46 frequency. 46R asks if AAL11 is trying to call on frequency. Unverified source transmits, believed to be hijacker. 46R queries twice as to who is calling on frequency. No reply. Unverified source transmits, believed to be hijacker.

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION REPORT OF AIRCRAFT ACCIDENT (Continuation Sheet)	1. REPORT DATE November 13, 2001	2. REPORT NO. ZBW-ARTCC-148
	3. NAME OF REPORTING FACILITY Boston (ZBW) ARTCC	

14. CHRONOLOGICAL SUMMARY OF FLIGHT (including control or other services provided by ATS facilities, and emergency action taken.)

1225 - Sector 47 Radar Position (47R) advises 38R of hijack. Sector 39 Radar position (39R) completed coordination with Sector 09 Radar Position (09R) and advises AAL11 is not in communication with Boston Center and transponder is not operating.

1226 - 38RA advises 09R that AAL11 is a hijack and that they have amended the flightplan database to coincide with current heading.

1227 - Sector 39 Radar Associate Position (39RA) completed coordination with Sector 22 Radar Position (22R) concerning AAL11 and advises aircraft is not in communication with Boston Center and transponder is not operating, and that aircraft might land at the Albany, NY Airport (ALB). Boston ARTCC Supervisory Traffic Management Coordinator (STMC) advises the Air Traffic Control System Command Center (ATCSCC) East Position that AAL11 is possible hijack.

1228 - 38RA completed coordination with Sector 20 Radar Associate Position (20RA) concerning AAL11 and advises of hijack situation and attempts to communicate with aircraft. 09R requests American Airlines Flight 1757 (AAL1757) to attempt to contact AAL11 on company frequency. 39R advise AAL269 to discontinue attempts to contact AAL11.

1229 - 38RA completed coordination with Sector 24 Radar Position (24R) concerning AAL11 and advises of hijack situation. New York ARTCC (ZNY), Cleveland ARTCC (ZOB) and Boston ARTCC (ZBW) conference with ATCSCC East position regarding status of AAL11.

1230 - Boston Approach (A90) advises AAL11 is not on A90 frequency. Sector 36 Radar Associate Position (36RA) requests 22R to obtain a visual altitude verification of AAL11 from a Delta Airlines Flight. 22R advises the Delta Airlines Flight is no longer under his control and to try Sector 21. Sector 10 Radar position (10R) requests a visual altitude verification of AAL11 from Delta Airlines Flight 9930 (DAL9930).

1231 - 38RA completed coordination with Sector 05 Radar Position (05R) concerning AAL11 and advises of hijack situation. Sector 36 Radar Associate position (36RA) requests Sector 21 Radar position (21R) to have an aircraft under 21R control to verify altitude of AAL11. DAL9930 advises 10R that AAL11 is approximately six thousand feet below his altitude.

1232 - Sector 09 Radar Associate Position (09RA) queries 38RA if they have tried frequency 121.5 for AAL11. Sector 38RA confirms 121.5 attempts.

1233 - Unverified source transmits, believed to be hijacker.

1234 - ZBW STMC coordinates with Cape TRACON (K90) regarding a military scramble on AAL11.

1235 - 20RA advises New York ARTCC Kennedy Sector (ZNY56) that AAL11 is heading for his airspace and is not in communication with Boston Center and transponder is not operating and altitude is not verified.

1236 - Sector 20 Radar Position (20R) requests a visual altitude verification of AAL11 from US Airways Flight 583 (USA583). USA583 estimates AAL11's altitude to be twenty nine thousand feet.

1237 - 24R attempts twice to contact AAL11. AAL11 does not reply. 20RA advises ZNY56 that there are threatening transmissions coming from the cockpit of AAL11 and AAL11 is projected to enter New York Center Airspace. Sector 20 Radar Position (20R) requests a visual altitude verification of AAL11 from United Airlines Inc Flight 175 (UAL175). ZBW Military Operations Position contacts Northeast Air Defense Sector (NEADS) to advise of hijack situation and requests fighters to scramble on AAL11.

1238 - UAL175 estimates AAL11's altitude to be between twenty-seven and twenty eight thousand feet. New York ARTCC Elmira Sector (ZNY34) Supervisor queries the position of AAL11. 10R advises ZNY34 Supervisor of AAL11's position and that AAL11 is a confirmed hijack.

1240 - ZBW STMC requests ATCSCC East position to coordinate a conference call with New York TRACON (N90) reference status of AAL11.

1241 - 20RA advises ZNY56 of AAL11's current position.

**DEPARTMENT OF TRANSPORTATION
FEDERAL AVIATION ADMINISTRATION
REPORT OF AIRCRAFT ACCIDENT**
(Continuation Sheet)

1. REPORT DATE
November 13, 2001

2. REPORT NO.
ZBW-ARTCC-148

3. NAME OF REPORTING FACILITY
Boston (ZBW) ARTCC

14. CHRONOLOGICAL SUMMARY OF FLIGHT (including control or other services provided by ATS facilities, and emergency action taken.)

1242 - Unknown New York ARTCC Sector advises 20RA that United Airlines Inc. Flight 175 (UAL175) heard a suspicious transmission when they were leaving Boston.

6. Flight Crew, Continued.

NAME	POSITION	ADDRESS (CITY AND STATE)	FATALITY
Kathleen Nicosia	Flight Attendant	Unknown	X
Betty Ong	Flight Attendant	Andover, Massachusetts	X
Jean Roger	Flight Attendant	Longmeadow, Massachusetts	X
Dianne Snyder	Flight Attendant	Westport, Massachusetts	X
Madeline Sweeney	Flight Attendant	Acton, Massachusetts	X

12. ATS Personnel Involved, Continued.

NAME	FACILITY	OPERATING POSITION
Gregory Taccini	(TF) Boston ARTCC	Sector 47 Radar
Mark O'Neil	(MO) Boston ARTCC	Sector 47 Radar Associate
Myron Smith	(RS) Boston ARTCC	Sector 39 Radar Associate
Henry White	(WE) Boston ARTCC	Sector 22 Radar
Stephen Schmalz	(ST) Boston ARTCC	Sector 21 Radar
Karan Waggoner	(KT) Boston ARTCC	Sector 05 Radar
Alan Miller	(TV) Boston ARTCC	Sector 46 Radar Associate
William Dean	(WD) Boston ARTCC	Sector 20 Radar Associate
John Hartling	(HT) Boston ARTCC	Sector 20 Radar
Terry Biggio	(OE) Boston ARTCC	Operations Manager In Charge
Daniel Bueno	(BD) Boston ARTCC	Supervisory Traffic Management Controller In Charge
Joseph Cooper	(OP) Boston ARTCC	Traffic Management Departure Spacing
Colin Scoggins	(CS) Boston ARTCC	Military Position

* Operating Initials

No More Follows

DEPARTMENT OF TRANSPORTATION FEDERAL AVIATION ADMINISTRATION REPORT OF AIRCRAFT ACCIDENT (Continuation Sheet)	REPORT DATE October 17, 2001	REPORT NO. ZBW-ARTCC-148
	NAME OF REPORTING FACILITY New York ARTCC (ZNY)	

14. CHRONOLOGICAL SUMMARY OF FLIGHT (Including control or other services provided by ATS facilities, and emergency action taken.)

September 11, 2001

ALL TIMES BELOW ARE COORDINATED UNIVERSAL TIME
UNLESS OTHERWISE SPECIFIED

1235:44 - Boston Center Kingston Sector coordinates with New York Center Sector 56 and advises there appears to be some sort of problem with AAL11; the aircraft had not talked to anyone for approximately 75 to 100 miles and the aircraft's altitude could not be confirmed. The last known altitude was FL290.

1237:25 - Boston Center contacts New York Center Sector 56 and advises they are getting word there's threatening transmissions coming from the aircraft. Boston further suggested to keep airplanes away from AAL11.

1240:27 - The R56 Certified Professional Controller (CPC) vectors EGF936 towards AAL11 in an attempt to determine its altitude.

1241:14 - Boston Center Kingston Sector advises they had two aircraft state AAL11 appeared to be at FL290.

No More Follows

ZBW-ARTCC-148
AAL11

Section 3.
Certified Indexes and Normal Service Statements



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

Subject: **INFORMATION:** Normal Service Statement;
Reference Aircraft Accident; AAL11;
New York, NY; September 11, 2001

Date: November 30, 2001

From: Manager, Boston ATCT, BOS-1

Reply to: Allan R. Turmelle
Attn. of: (617) 561-5781
FAX: (617) 569-5910

To: Boston ARTCC

All services provided by Boston ATCT were normal and there were no pertinent transmissions.

Bettina M. Peronti

2 Attachments
Certified Index
FAA Form 8020-6-1

CERTIFIED INDEX

November 30, 2001

I hereby certify that the following originals are on file in this office.

FAA Form 7230-4
FAA Form 8020-6-1
Sign on Log: BOS
FAA Forms 7230-10
Personnel Statements
Original Voice Recording(s)
Certified Cassette Rerecording(s)



Bettina M. Peronti
Air Traffic Manager
Boston ATCT



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

Subject: **INFORMATION:** Normal Service Statement;
Reference Aircraft Accident; AAL11; New York,
NY; September 11, 2001

Date: December 3, 2001

From: Air Traffic Manager, Boston TRACON, A90-1

Reply to: Tracie A. Henry
Attn. of: (617)561-5781
FAX: (617)569-5910

To: Boston ARTCC

All services provided by Boston TRACON were normal and there were no pertinent transmissions.



Joseph P. Davies

2 Attachments
Certified Index
FAA Form 8020-6-1

CERTIFIED INDEX

November 30, 2001

I hereby certify that the following originals are on file in this office.

FAA Form 7230-4
FAA Form 7230-10
FAA Form 8020-6-1
Sign On Log: A90
Personnel Statements
Original Voice Recording(s)
Certified Cassette Rerecording(s)

A handwritten signature in cursive script, reading "J.P. Davies".

Joseph P. Davies
Air Traffic Manager
Boston TRACON

ZBW-ARTCC-148
AAL11

CERTIFIED INDEX

November 13, 2001

I hereby certify that the following copies of records are true copies of originals which are on file in this office.

ZBW Forms 7230-1
FAA Form 7230-4
FAA Form 7230-10 and Automated Equivalent
FAA Form 8020-3
FAA Form 8020-6
FAA Form 8020-6-1
FAA Form 8020-9
Thermal Flight Strip, DSR
Original Voice Recordings
Certified Voice Rerecordings
Transcription of Voice Recordings
Personnel Statements
Facility Layout Chart
Weather Products
Computer Data
Certified Index


Heather Hemdal
Air Traffic Manager
Boston ARTCC



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

Subject: **INFORMATION:** Normal Service Statement;
Reference Aircraft Accident; AAL11;
New York, NY; September 11, 2001

Date: NOV 16 2001

From: Air Traffic Manager, New York ARTCC, ZNY-1

Reply to
Attn. of:

To: Boston ARTCC

All services provided by New York ARTCC were normal and there were no pertinent transmissions.

A handwritten signature in black ink, appearing to read "Michael J. McCormick".

Michael J. McCormick

Attachment
Certified Index

CERTIFIED INDEX

September 11, 2001

I hereby certify that the following originals are on file in this office.

FAA Form 8020-6-1
FAA Form 7230-4, Daily Record of Facility Operation
FAA Form 7230-01, ARTCC Marginally Punched Continuous Strip
Personnel Logs
Original Voice Recordings
Voice Transcriptions, Sectors 42, 56, ODAPS 87, TMU-DC, TMU-AD,
TMU "1078", OMIC, MOS
Original SAR Tape, NY1480-1491
Original AMPP Tape, NY2044
Original Core Tape, NY2116
DSR Tape ZNY-0226, -0241, -0230 (September 11, 2001, 0621-2359 UTC)
DARC Tape ZNY-0400, -0319, -0402 (September 11, 2001, 0846-2359 UTC)
Weather Products
Personnel Statements
Chain of Custody Documents
National Track Analysis Programs (NTAPs)
Data Analysis Reduction Tool (DARTs)
SATORI Digital Audio Tape (DAT)
Temporary Flight Restriction NOTAM



Michael J. McCormick
Air Traffic Manager
New York ARTCC

ZBW-ARTCC-148
AAL11

Section 4.
FAA Form 7230-4, Daily Record of Facility Operation

DAILY RECORD OF FACILITY OPERATION

Page No.

Date: 9/11/01

Location

NASHUA, NEW HAMPSHIRE

Facility ID

ZBW

Facility Type

ARTCC

Position

OMIC

Checked By:

Chief: Heather Hemdal



Time

Remarks

Click or Press Enter for New

0400	J. Brooks on.
0430	Host released, operating in EDARC.
0740	Host returned to service, NAS certified.
1030	T. Biggio on, above noted.
1200	North Truro radar released for maintenance.
1220	AAL11 lost transponder, can not establish communications.
1225	Based on cockpit communications we have declared a hijack is in progress. ROC, ATCSCC, ZBW-1 notified.
1300	St. Albans radar released for maintenance.
1359	E.DeLacy on, above noted.
1448	ZBW ATC ZERO. ACN
1541	ZBW RTS. ACN.
1605	SECON Level Charlie attained, ACN.
1815	G.Bishop on, above noted.
2000	A.F.I.O. declared by military ACN.
2030	SECON level Delta attained ACN
2115	E. de Lacy on, above noted.
2245	G.Bishop on, above noted.
2253	Received GENOT 1/33
2330	P.Pasquale on, above noted
2359	COB traffic count - 1371

I CERTIFY that entries above are correct; that all scheduled operations have been accomplished, except as noted, and that all abnormal occurrences and conditions have been recorded.

SIGNATURE(S) OF WATCH SUPERVISOR(S)



ZBW-ARTCC-148
AAL11

Section 5.
Personnel Logs

Area C Sign In Log

Crew	2	Time In	Time Out	Duty	Leave	Remarks
Banitt, Hans						HX RDO
Budd, Ross						BU RDO
Dommin, Scott						HQ RDO
Johnson, Steve						JN RDO
Leonard, Staci						SL RDO
Moscatelli, Marc	1530	2330	8.0			CU RDQ
Pelton, James						JU RDO
Pole, Gary	1500	2300	8.0			YH RDO
Robertson, David	1500	1900	4.0			OR RDO

Crew	3	Time In	Time Out	Duty	Leave	Remarks
Dowd, Michael						EX RDO
Forte, John						FT RDQ
Holroyd, David						DP RDO
Parenteau, Brian						PA RDO
Robicheau, Michael	0630	1530	9.0			LM RDQ
Siebert, Lori						RE RDO
Siebert, Matthew						SI RDO
Walsh, Audrey						DJ RDO
Waryasz, Chet						CW RDO

Crew	4	Time In	Time Out	Duty	Leave	Remarks
Bracchi, Kevin	0630	1330	7.0			QB RDO
Hessert, Heidi						HW RDO
Quinn, Michael	2230	0630	8.0			QN RDO

Crew	5	Time In	Time Out	Duty	Leave	Remarks
Allen, David	0530	1430	9.0			VI RDO
Barringer, Rick	0614	1414	8.0			RB RDO
Caldwell, Stewart						KB RDO
Evans, Robert	1000	0800	16.0			ET RDO
Miller, Alan	0600	1400	8.0			TV RDO
O'Neil, Mark	0739	1539	8.0			MO RDO
Roebuck, Stephen	0731	1531	8.0			SR RDO
Sarason, Chris	0746	1546	8.0			SC RDO
Sappler, James	0615	1415	8.0			UC RDO
Stern, Benjamin	0700	1500	8.0			YR RDO

Crew	6	Time In	Time Out	Duty	Leave	Remarks
Baker, Steve	1422	2100	6.78			SV RDO
Codispoti, Paul	1230	2030	8.0			PC RDO
Covino, Stephen	0630	1430	8.0			CV RDO
Ginsburgh, John	0630	1430	8.0			GH RDO
Grubbs, Martin	0700	1500	8.0			GF RDO
Marques, Bard						ME RDO

Crew	7	Time In	Time Out	Duty	Leave	Remarks
Andrusklewicz, Charles						CA RDO
Bento, Carol	1432	2223	7.91			BN RDO
Bentzlin, Edward						EB RDO
Bradley, Gail	1530	2330	8.0			GA RDO
Carder, Anthony	1354	2154	8.0			AN RDO
Clough, Bruce	1352	2152	8.0			BE RDO
Jolliffe, Kevin						FS RDO
Lambert, Scott	1900	2200	3.0			CR RDO
Morris, Gary	1500	2300	8.0			YM RDO

AREA C SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY <small>Hours 1/10</small>	HOURS NON POSITION DUTIES <small>Hours 1/10</small>	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INIT.)	POSITION ASSIGNMENT	REMARKS
Winch, Richard C.	RI										
Procopis, Frank R.	FP	RPDO									
Schmidt, Richard J.	SD	15-23	1417	2230	8.2		SD				Code 8 Overtime CMD
Nielsen, Kenneth J.	NK				8.0						
Schippani, Jonathan M.	SH		0635	1435	8.0		CE				
Lund, Robert C.	KO		1000 1400 (K)	1600	6.0		K	(b) (6)	(b) (6)		(b) (6)

Time not Worked codes:

01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code:

1 - Comp, OT - OT, 9 - Credit

ZBW-ARTCC-148
AAL11

ZBW-ARTCC-148										ZBW-ARTCC-149										ZBW-ARTCC-150									
AAL11										AAL12										AAL13									
NAME	D	TIME	TIME	T	U	L	T	REMARKS	NAME	D	TIME	TIME	T	U	L	T	REMARKS	NAME	D	TIME	TIME	T	U	L	T	REMARKS			
E	ON	ON	OFF	Y	V	E	T		E	ON	ON	OFF	Y	V	E	T		E	ON	ON	OFF	Y	V	E	T				
TEAM 1		0000	0000	00	00	00	00		LEBLOND, L.								LD	TEAM 6		0000	0000	00	00	00					
FRITZGER, D.	C	1400	2300	17				4-12	STEWELL, D.	C							LD	EXTER, J.	C	0655	1455	80				EN 7-3			
FRITZGER, D.	C	1300	2300	180				4-12	WEEDER, H.	C							LD	FRITZGER, D.	C	0655	1455	80				EN 7-3			
FRITZGER, D.	C	1500	2300	8				3-11*	YOUS, C.	C							LD	FRITZGER, D.	C	0700	1200	5				3-11			
FRITZGER, D.	C	1500	2300	8				3-11*	TEAM 4		0000	0000	00	00	00	00		FRITZGER, D.	C	0700	1200	5				(b) (6)			
FRITZGER, D.	C	1400	2300	80				2-10	FRITZGER, D.	C	2230	0800	99				LD	FRITZGER, D.	C	0645	1145	5				(b) (6)			
FRITZGER, D.	C	1345	2100	735				(b) (6)	FRITZGER, D.	C	0520	1130	6				LD	FRITZGER, D.	C	0630	1300	65				(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C	0530	1130	16				LD	FRITZGER, D.	C	0630	1300	55				(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C	0630	1130	5				LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
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FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
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FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C							(b) (6)	FRITZGER, D.	C							LD	FRITZGER, D.	C							(b) (6)			
FRITZGER, D.	C				</																								

AREA B SUPERVISORS PERSONNEL LOG

Tuesday September 11, 2001

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NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY <small>Hours 1/10</small>	HOURS NON POSITION DUTIES <small>Hours 1/10</small>	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INIT.)	POSITION ASSIGNMENT	REMARKS
<i>John R. Foster</i> Foster, John R.	JF	15-23	1230	2300	10.5		<i>JF</i>				(b) (6)
<i>Shirley L. Kule</i> Kule, Shirley L.	SO	7-15	0635	1245	6		<i>SK</i>	(b) (6)	(b) (6)		(b) (6)
<i>Peter P. Pasquale</i> Pasquale, Peter P.	PQ	10-18	0930	1430 1350	9 8		<i>PP</i>				(b) (6)
<i>Myron K. Smith</i> Smith, Myron K.	RS	7-15	0550	1450	9.0		<i>RS</i>				(b) (6)
Bull, Gregory P	GI	14-22									(b) (6)
HERCET	HR	7-15 ³⁰ RDC	0645	1445	6		<i>HE</i>	(b) (6)	(b) (6)		(b) (6)

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit

[illegible]

TUESDAY 09/11/01

乙炔气 无固定值 723011

TUESDAY 09/11/01

PERSONNEL LOG			1 REGION	2 FACILITY ID	3 AREA IDENTIFICATION	4 DATE								
			A	N	E	Z	B	W	TRAFFIC MANAGEMENT			MONTH	DAY	YEAR
5 NAME	6 CODE	7 INITIALS	8 TIME ON	9 TIME OFF	10 HOURS ON DUTY	11 HOURS ON DUTY	12 HOURS ASSIGNED NON POSITION DUTIES	13 POSITION ASSIGNMENT	14 REMARKS					
					Hours 1/10	Hours 1/10								
ABDUL-RAHEEM, QALYIM I.	F													
BRADY, BRIAN	BB		0530	1330	8.0								6-2	
CONRAD, STANLEY	F													
DICKINSON, ROBERT B.	F													
GRANT, JOHN	CQ		0530	1330	8.0								6-2	
HARRIS, DARLENE M.	F													
LAVENTURE-BERNIER, L.	LA		3200	0600	8.0									
MORRIS, MARION	MR		1600	2300									(b) (6)	
COOPER, JOSEPH	OP		0659	1457	8.0								(b) (6)	
DEAN, WILLIAM H.	WD		0632	1432	8.0								(b) (6)	
DILLON, MICHAEL	ZX		0630	1430	8.0									
EKSTROM, JARL D.	JD		1430	2230	8.0								(b) (6)	
GIBSON, DAVID	DG												(b) (6)	
KERIAZES, PAUL H.	KP													
KULAN, KENNETH A.	KK		1230	2359	11.5									
LEE, STEVEN	LL		0700	1500	8.0									
MILLER, TOBY	TO		0530	1330										
MILLS, STEVE	RV		0530	1330	8.0									
O'CONNELL, ROBERT	RN												RDO	
O'DONNELL, MIKE	ON		0515	1830	3.0								(b) (6)	
O'DONNELL, MIKE	XZ												RDO	
O'REILLY, MARY	MA												RDO	
POLAND, EDWARD R.	ED		1430	2230	8.0									
STEWART, PHILIP N.	PS		1230	2030	8.0									
TRIPP, JEFF L.	JT												RDO	
WHITE, JACK	JK												OSTI	DTL-
WHITE, JOHN	VE													
WISHART, DENNIS	DW		0530	1330	8.0									
ZAOMISKI, NANCY J.	NZ												RDO	

OPERATIONS MANAGER PERSONNEL LOG

Tuesday September 11, 2001

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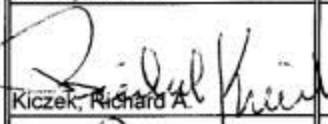
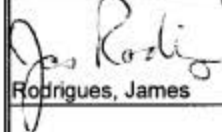
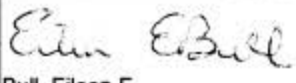
NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY <small>Hours 1/10</small>	HOURS NON POSITION DUTIES <small>Hours 1/10</small>	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP, INIT.)	POSITION ASSIGNMENT	REMARKS
Biggio, Terry L.	OE	7-3	0630	1730	11.0		OE				(b) (6)
Bishop, Gary L.	OO	7-3	1330	0600	18.3		OO				Shift Change (b) (6)
de Lacy, Edmund M.	MJ		0945	1845	9.0						(b) (6)

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit

TRAFFIC MANAGEMENT SUPERVISOR PERSONNEL LOG

Tuesday September 11, 2001

NAME	OP INIT	ASSIGN SHIFT START-STOP	TIME ON SHIFT	TIME OFF SHIFT	TIME ON DUTY <small>Hours 1/10</small>	HOURS NON POSITION DUTIES <small>Hours 1/10</small>	OPERATING INITIALS UPON LEAVING	HOURS ON LEAVE	OFFICIAL APPROVING LEAVE (OP. INIT.)	POSITION ASSIGNMENT	REMARKS
 Bueno, Daniel D.	BD	06-14	0600	1530	9.5		BD				(b) (6)
Conroy, John J.	CJ										(b) (6)
 Kiczek, Richard A.	TK		1330	2330	10.0		TK				(b) (6)
 Rodriguez, James	RQ	7-15	0645	1445	9.0		RQ				(b) (6)
Roth, William L.	KW										
 Bull, Eileen E.	TE	10-6	0815	1830	10.25		TE				(b) (6)

Time not Worked codes: 01 - Annual, 02 - Sick, 04 - Comp, 05 - Military, 07 - Court, 08 - Blood, 09 - Excused, 12 - LWOP, 14 - AWOL, 21 - Credit, 22 - Time Off Award

Time outside shift code: 1 - Comp, OT - OT, 9 - Credit

PERSONNEL LOG

AL11	PERSONNEL LOG	1 REGION	2 FACILITY ID	3 AREA IDENTIFICATION	4 DATE			
		A N E	Z B W	A & P	MONTH	DAY	YEAR	
					0	9	1 1 0 1	
5 NAME	6 CODE	7 INITIALS	8 TIME ON	9 TIME OFF	10 HOURS ON DUTY	11 HOURS ASSIGNED NON POSITION DUTIES	12 POSITION ASSIGNMENT	13 REMARKS
CUMMINS, THERESA C.	TQ	TQ	0600	1000	4.0	(b) (6)		(b) (6)
DERRY, RICHARD A.	OX				8.0	(b) (6)		(b) (6)
GILL, KATHERINE M.	KQ					(b) (6)		(b) (6)
HAZELTON, WARREN C.	WC					(b) (6)		(b) (6)
KILLMON, DONALD L.	DK	DK	0600	1000	4.0	(b) (6)		(b) (6)
McADAM., LANCE J.	LX		0730	1130	4.0	(b) (6)		(b) (6)
SCOGGINS, COLIN S.	CS	CS	0830	2000	11.5			operational
I CERTIFY THIS LOG TO BE ACCURATE AND CORRECT:					Carol Coy			

ZBW-ARTCC-148
AAL11

Section 6.
FAA Form 7230-10, Position Logs, or Automated Equivalent

AREA C

D46	TV	25	12:27	12:29	00:02	001:07	
R46	TV	25	10:07	10:34	00:27	000:27	
R46	QB	24	10:34	11:09	00:35	000:35	
R46	TV	25	11:09	11:47	00:38	001:05	
R46	ZP	26	11:47	12:29	00:42	000:56	
R46	MO	26	13:16	13:29	00:13	000:22	
D47	YR	25	02:59	04:00	EOS	01:01	002:30
D47	DL	26	BOS	04:00	04:35	00:35	000:35
D47	VI	25	10:01	11:00	00:59	000:59	
D47	GH	26	11:00	11:07	00:07	000:07	
D47	SJ	24	11:07	11:24	00:17	001:07	
D47	YR	25	11:29	11:36	00:07	000:19	
D47	RB	25	11:36	12:28	00:52	001:32	
D47	MO	26	12:28	12:37	00:09	000:09	
D47	SJ	24	12:37	12:58	00:21	001:49	
D47	UC	25	13:47	13:53	00:06	001:23	
D47	BN	27	18:25	19:18	00:53	000:53	
D47	YH	22	20:13	20:37	00:24	000:24	
D47	GA	27	20:37	22:33	01:56	001:56	
D47	YM	27	22:38	23:49	01:11	002:40	
D47	GA	27	23:59	02:59	03:00	005:33	*
R47	OR	21	01:03	01:38	00:35	000:54	
R47	CU	22	01:38	01:42	00:04	003:28	
R47	YM	27	01:42	02:19	00:37	005:10	
R47	OR	21	02:19	02:59	00:40	001:34	
R47	XU	24	02:59	04:00	EOS	01:01	002:33
R47	XU	24	BOS	04:00	04:04	00:04	000:04
R47	AQ	24	04:04	04:35	00:31	000:35	
R47	QN	24	07:37	08:04	00:27	000:27	
R47	XU	24	08:04	09:32	01:28	001:32	
R47	TF	24	09:32	10:18	00:46	000:46	
R47	UC	25	10:18	11:35	01:17	001:17	
R47	SR	25	11:35	12:07	00:32	000:32	
R47	TF	24	12:07	12:55	00:48	002:10	
R47	LT	24	12:55	12:58	00:03	000:37	
R47	OL	24	13:05	13:34	00:29	001:40	
R47	GF	26	13:34	13:53	00:19	001:02	
R47	UC	25	13:53	13:54	00:01	001:24	
R47	GF	26	13:54	14:27	00:33	001:35	
R47	RB	25	14:27	15:40	01:13	003:38	
R47	UC	25	15:40	16:31	00:51	002:15	
R47	LT	24	16:31	16:33	00:02	000:39	
R47	LM	23	16:33	17:44	01:11	001:35	
R47	VI	25	17:44	18:18	00:34	003:05	
R47	AN	27	18:18	19:41	01:23	001:23	
R47	CP	27	19:41	19:45	00:04	000:04	
R47	OR	21	19:45	20:04	00:19	000:19	
R47	BE	27	20:04	21:23	01:19	002:44	
R47	YH	22	21:23	21:58	00:35	000:59	
R47	BE	27	21:58	22:33	00:35	003:19	
R47	GA	27	22:33	23:10	00:37	002:33	
R47	YH	22	23:10	23:52	00:42	001:41	
R47	CU	22	23:52	01:03	01:11	003:24	

ZBW-ARTCC-148
AAL11

[illegible]

ZBW-ARTCC-148
AAL11

[illegible]

ZBW-ARTCC-148
AAL11

[illegible]

AREA B

D36	AH	15	09:58	10:36	00:38	000:38
D36	ZJ	15	10:36	10:53	00:17	000:17
D36	CF	16	10:53	11:35	00:42	000:42
D36	ZJ	15	11:35	12:19	00:44	001:01
D36	JO	14	12:19	13:02	00:43	002:30
D36	RT	16	13:02	13:39	00:37	001:35
D36	EN	16	13:39	14:28	00:49	002:25
D36	VW	11	18:59	19:54	00:55	001:11
R36	AG	17	00:00	00:32	00:32	002:32
R36	WB	17	00:32	00:40	00:08	005:22
R36	FZ	11	00:40	00:53	00:13	001:08
R36	NQ	11	00:53	01:19	00:26	003:24
R36	TJ	11	01:19	01:49	00:30	001:52
R36	DH	11	01:49	02:07	00:18	001:09
R36	FZ	11	02:07	02:25	00:18	001:26
R36	NO	15	02:25	02:27	00:02	002:58
R36	FZ	11	02:27	02:46	00:19	001:45
R36	NO	15	09:34	10:12	00:38	000:38
R36	BQ	15	10:12	10:37	00:25	000:25
R36	PU	16	10:37	11:00	00:23	000:23
R36	EN	16	11:00	11:44	00:44	000:44
R36	PU	16	11:44	12:25	00:41	001:04
R36	EN	16	12:25	13:14	00:49	001:33
R36	RU	16	13:14	13:49	00:35	000:42
R36	JX	15	13:49	13:52	00:03	000:55
R36	JO	14	13:52	14:15	00:23	002:53
R36	AH	15	14:15	14:28	00:13	001:33
R36	EN	16	15:36	17:10	01:34	003:59
R36	AG	17	17:10	18:00	00:50	000:50
R36	NQ	11	18:00	18:58	00:58	000:58
R36	DH	11	18:58	19:09	00:11	000:11
R36	GR	11	19:09	19:23	00:14	000:14
R36	WW	17	19:23	19:41	00:18	000:18
R36	AG	17	19:41	19:54	00:13	001:37
R36	VW	11	19:54	20:20	00:26	001:37
R36	WW	17	20:20	20:26	00:06	000:24
R36	TJ	11	20:26	21:01	00:35	000:59
R36	NQ	11	21:01	21:30	00:29	001:27
R36	DH	11	21:30	21:31	00:01	000:19
R36	VW	11	21:30	21:30	00:00	001:37
R36	NQ	11	21:31	21:31	00:00	001:27
R36	VW	11	21:31	21:31	00:00	001:37
R36	VW	11	21:31	21:59	00:28	002:05
R36	TJ	11	21:59	22:16	00:17	001:16
R36	FZ	11	22:16	22:24	00:08	000:45
R36	GR	11	22:24	22:39	00:15	001:02
R36	VW	11	22:39	23:04	00:25	002:30
R36	WW	17	23:04	23:13	00:09	000:50
R36	NQ	11	23:13	23:48	00:35	002:34
R36	DH	11	23:48	00:00	00:12	000:51

AREA B

D38	SO	14	11:36	12:51	01:15	001:15	
D38	ZJ	15	13:28	13:51	00:23	001:47	
D38	RL	14	13:51	14:15	00:24	001:48	
D38	RS	19	14:15	18:24	04:09	006:51	*
D38	WB	17	18:24	19:17	00:53	000:53	
D38	WB	17	21:48	00:32	02:44	005:14	*
R38	NQ	11	00:10	00:34	00:24	002:58	
R38	GR	11	00:34	00:57	00:23	001:28	
R38	WW	17	00:57	01:03	00:06	000:56	
R38	WB	17	01:03	01:20	00:17	005:39	
R38	JF	19	01:20	01:39	00:19	000:24	
R38	GR	11	01:39	02:27	00:48	002:16	
R38	ID	15	02:27	03:26	00:59	001:36	
R38	AH	15	03:26	04:00	EOS	00:34	002:07
R38	FY	14	BOS	04:00	04:35	00:35	000:35
R38	LP	14	07:37	09:32	01:55	001:55	
R38	ID	15	09:32	09:45	00:13	000:13	
R38	JO	14	09:45	11:32	01:47	001:47	
R38	JW	12	11:32	11:58	00:26	000:26	
R38	NO	15	11:58	12:49	00:51	002:18	
R38	AH	15	12:49	13:31	00:42	001:20	
R38	NO	15	13:31	14:09	00:38	002:56	
R38	LY	16	14:09	14:21	00:12	000:47	
R38	RU	16	14:21	15:35	01:14	001:56	
R38	RT	17	15:35	15:43	00:08	001:44	
R38	RT	16	15:43	16:49	01:06	002:50	
R38	CF	16	16:49	17:34	00:45	003:10	
R38	EN	16	17:34	18:09	00:35	004:34	
R38	VW	11	18:09	18:25	00:16	000:16	
R38	AG	17	18:25	18:59	00:34	001:24	
R38	YY	16	18:59	19:17	00:18	000:18	
R38	WB	17	19:17	19:41	00:24	001:17	
R38	DH	11	19:41	19:48	00:07	000:18	
R38	YY	16	19:48	20:22	00:34	000:52	
R38	FZ	11	20:22	20:50	00:28	000:28	
R38	WW	17	20:50	21:07	00:17	000:41	
R38	YY	16	21:07	21:29	00:22	001:14	
R38	FZ	11	21:29	21:38	00:09	000:37	
R38	GR	11	21:38	22:11	00:33	000:47	
R38	NQ	11	22:11	22:43	00:32	001:59	
R38	DH	11	22:43	23:03	00:20	000:39	
R38	AG	17	23:03	23:26	00:23	002:00	
R38	FZ	11	23:26	23:36	00:10	000:55	
R38	TJ	11	23:36	23:42	00:06	001:22	
R38	GR	11	23:42	23:45	00:03	001:05	
R38	YY	16	23:45	23:53	00:08	001:22	
R38	VW	11	23:53	00:10	00:17	002:47	

AREA B

D39	RS	19	10:00	11:01	01:01	001:01
D39	RS	19	11:42	13:05	01:23	002:24
D39	ZJ	15	13:05	13:28	00:23	001:24
D39	RS	19	14:11	14:14	00:03	002:42
R39	JX	15	09:36	10:28	00:52	000:52
R39	RL	14	10:28	10:48	00:20	000:20
R39	LY	16	10:48	11:23	00:35	000:35
R39	RL	14	11:23	11:47	00:24	000:44
R39	RT	16	11:47	12:33	00:46	000:58
R39	JW	12	12:33	13:23	00:50	001:16
R39	PU	16	13:23	14:09	00:46	001:50
R39	JW	12	14:09	14:14	00:05	001:21

AREA A

D09	XL	04	00:59	01:15	00:16	000:59	
D09	SP	04	01:15	01:26	00:11	004:13	
D09	EY	07	01:26	01:43	00:17	002:22	
D09	DD	01	01:43	01:56	00:13	000:43	
D09	SP	04	01:56	03:39	01:43	005:56	
D09	BK	09	03:39	04:00	EOS	00:21	000:21
D09	ET	03	09:29	11:11	01:42	001:42	
D09	WE	05	11:11	11:16	00:05	000:05	
D09	RC	06	11:16	12:16	01:00	001:11	
D09	PN	05	12:16	13:22	01:06	003:06	
D09	CH	05	13:22	14:13	00:51	002:13	
D09	WE	05	14:13	14:33	00:20	001:33	
D09	GQ	05	14:33	15:39	01:06	002:00	
D09	CC	02	15:41	18:23	02:42	006:47	
D09	BL	06	18:23	18:35	00:12	000:12	
D09	KH	02	18:35	19:21	00:46	000:46	
D09	XL	04	19:21	19:26	00:05	000:05	
D09	BL	06	19:26	20:23	00:57	001:09	
D09	MN	01	20:23	21:04	00:41	000:41	
D09	BL	06	21:04	21:30	00:26	001:35	
D09	IB	02	21:30	22:03	00:33	000:33	
D09	DD	01	22:03	22:33	00:30	000:30	
D09	BL	06	22:33	22:44	00:11	001:46	
D09	EY	07	22:44	23:34	00:50	002:05	
D09	KH	02	23:34	23:44	00:10	000:56	
D09	SP	04	23:44	00:25	00:41	004:02	
R09	KH	06	00:11	00:44	00:33	001:29	
R09	KC	04	00:44	01:22	00:38	001:13	
R09	KH	02	01:22	01:40	00:18	001:47	
R09	NJ	02	01:40	01:43	00:03	000:03	
R09	DX	07	01:43	03:11	01:28	002:16	
R09	PN	05	03:11	04:00	EOS	00:49	004:14
R09	WX	03	BOS	04:00	04:01	00:01	000:01
R09	DX	07	04:01	04:15	00:14	000:14	
R09	WX	03	04:15	04:35	00:20	000:21	
R09	HV	03	07:34	09:23	01:49	001:49	
R09	PN	05	09:23	11:23	02:00	002:00	
R09	HJ	04	11:23	12:18	00:55	001:52	
R09	CC	02	12:18	13:24	01:06	002:59	
R09	MK	06	13:24	14:14	00:50	001:30	
R09	PN	05	14:14	14:33	00:19	003:25	
R09	CC	02	14:33	15:39	01:06	004:05	
R09	GQ	05	15:39	17:17	01:38	003:38	
R09	LN/H	05	16:49	18:24	01:35	004:35	
R09	SP	04	17:17	19:12	01:55	001:55	
R09	EY	07	19:12	20:27	01:15	001:15	
R09	SP	04	20:27	21:29	01:02	002:57	
R09	JR	06	21:29	22:02	00:33	000:33	
R09	SP	04	22:02	22:26	00:24	003:21	
R09	KC	04	22:26	23:01	00:35	000:35	
R09	BL	06	23:01	23:33	00:32	002:18	
R09	XL	04	23:33	00:11	00:38	000:43	

AREA A

D10	PH	05	11:33	12:05	00:32	001:03
D10	ET	03	12:05	13:17	01:12	002:54
D10	LN	05	13:17	14:29	01:12	002:17
R10	CC	02	09:38	11:31	01:53	001:53
R10	LN	05	11:31	12:36	01:05	001:05
R10	RY	04	12:36	13:31	00:55	002:43
R10	ZR	03	13:31	14:29	00:58	002:06
R10	LN	05	15:39	16:22	00:43	003:00
R10	TC	09	16:22	16:48	00:26	000:26
R22	HJ	04	09:30	10:27	00:57	000:57
R22	CH	05	10:27	10:54	00:27	000:27
R22	ZR	03	10:54	11:11	00:17	000:17
R22	RP	01	11:11	12:09	00:58	001:38
R22	WE	05	12:09	13:17	01:08	001:13
R22	RC	06	13:17	14:06	00:49	002:00
R22	ET	03	14:06	14:29	00:23	003:17
R24	EZ	05	09:29	10:23	00:54	000:54
R24	RC	06	10:23	10:34	00:11	000:11
R24	MK	06	10:34	11:01	00:27	000:27
R24	EZ	05	11:01	12:06	01:05	001:59
R24	ZR	03	12:06	12:57	00:51	001:08
R24	HJ	04	12:57	14:13	01:16	003:08
R24	EZ	05	14:13	14:29	00:16	002:34

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Position Log					
(1) FACILITY ID	(2) POSITION IDENTIFIER	(3) Pos Type	(4) DATE		
ZBW	OS	1	CC	0	09/11/01
(5) TIME ON	(6) INITIALS	(7) TIME OFF	(8) Code	Where Combined (9) POSITION IDENTIFIER	(10) Position Type
04:00		1:03:5		OMIC	0
1:03:6	SH	1:1:0:0:5			
1:1:0:1	YR	1:1:0:7:C			
1:1:0:8	SH	1:1:4:1:5			
1:1:4:2	MO	1:2:1:5:C			
1:2:1:6	SH	1:3:5:9:5			
1:4:0:0	KO	1:8:2:4:5			
1:8:2:5	SD	2:1:2:0:5			
2:1:2:1	OR	2:1:4:7:C			
2:1:4:8	SD	0:2:2:9:5			
02:30		03:5:9		OMIC	0

CODE:
 C = ATCS/ATA
 S = Supervisor/Staff Spec.
 T = Trainee/Developmental
 M = Trainee/Developmental Monitoring
 R = Trainee/Developmental Certification/Evaluation

AREA E

R05	ZA	46	00:14	00:19	00:05	000:05	
R05	NY	41	00:19	01:01	00:42	000:42	
R05	ZA	46	01:01	01:41	00:40	000:45	
R05	KL	46	01:41	03:25	01:44	003:24	
R05	GP	45	03:25	03:39	00:14	004:04	
R05	KL	46	03:39	04:00	EOS	00:21	003:45
R05	JZ	44	BOS	04:00	04:35	00:35	000:35
R05	KY	44	07:23	09:26	02:03	002:03	*
R05	BR	44	09:26	10:30	01:04	001:04	
R05	FX	46	10:30	10:38	00:08	000:08	
R05	HK	46	10:38	11:10	00:32	000:32	
R05	BR	44	11:10	11:58	00:48	001:52	
R05	DE	45	11:58	12:22	00:24	001:25	
R05	KT	46	12:22	12:57	00:35	001:07	
R05	FX	46	12:57	13:38	00:41	001:19	
R05	KT	46	13:38	13:58	00:20	001:27	
R05	DE	45	13:58	16:03	02:05	004:05	*
R05	ZX	49	16:03	16:49	00:46	001:10	
R05	DE	45	16:49	17:06	00:17	004:22	
R05	KR	47	17:06	18:17	01:11	001:11	
R05	MG	47	18:17	18:55	00:38	000:38	
R05	KR	47	18:55	19:32	00:37	001:48	
R05	EK	41	19:32	20:08	00:36	000:36	
R05	MG	47	20:08	20:30	00:22	001:00	
R05	OD	41	20:30	21:13	00:43	000:43	
R05	EK	41	21:13	21:50	00:37	001:13	
R05	OD	41	21:50	22:44	00:54	001:37	
R05	KR	47	22:44	23:36	00:52	002:40	
R05	OD	41	23:36	00:14	00:38	002:15	
D20	ST	46	11:00	11:29	00:29	000:52	
D20	WD	49	12:08	13:13	01:05	001:05	
D20	CT	46	13:13	14:29	01:16	001:59	
R20	GP	45	09:29	11:21	01:52	001:52	
R20	FX	46	11:21	11:51	00:30	000:38	
R20	FB	43	11:51	12:33	00:42	000:42	
R20	HT	46	12:33	13:03	00:30	001:03	
R20	DE	45	13:03	13:38	00:35	002:00	
R20	HT	46	13:38	13:59	00:21	001:24	
R20	HC	45	13:59	14:06	00:07	000:57	
R20	KL	46	14:06	14:21	00:15	001:40	
R20	GP	45	14:21	14:29	00:08	003:50	
R21	ST	46	10:07	10:30	00:23	000:23	
R21	HT	46	10:30	10:32	00:02	000:02	
R21	KL	46	10:32	11:08	00:36	000:36	
R21	KT	46	11:08	11:40	00:32	000:32	
R21	CT	46	11:40	12:04	00:24	000:24	
R21	ST	46	12:04	12:44	00:40	001:41	
R21	HK	46	12:44	13:11	00:27	001:18	
R21	ST	46	13:11	13:48	00:37	002:18	
R21	HC	45	13:48	13:55	00:07	000:50	
R21	ZX	49	15:38	16:02	00:24	000:24	

Area: CM

Date:

9/11/01

[illegible]

AAL11

[illegible]

AAL11

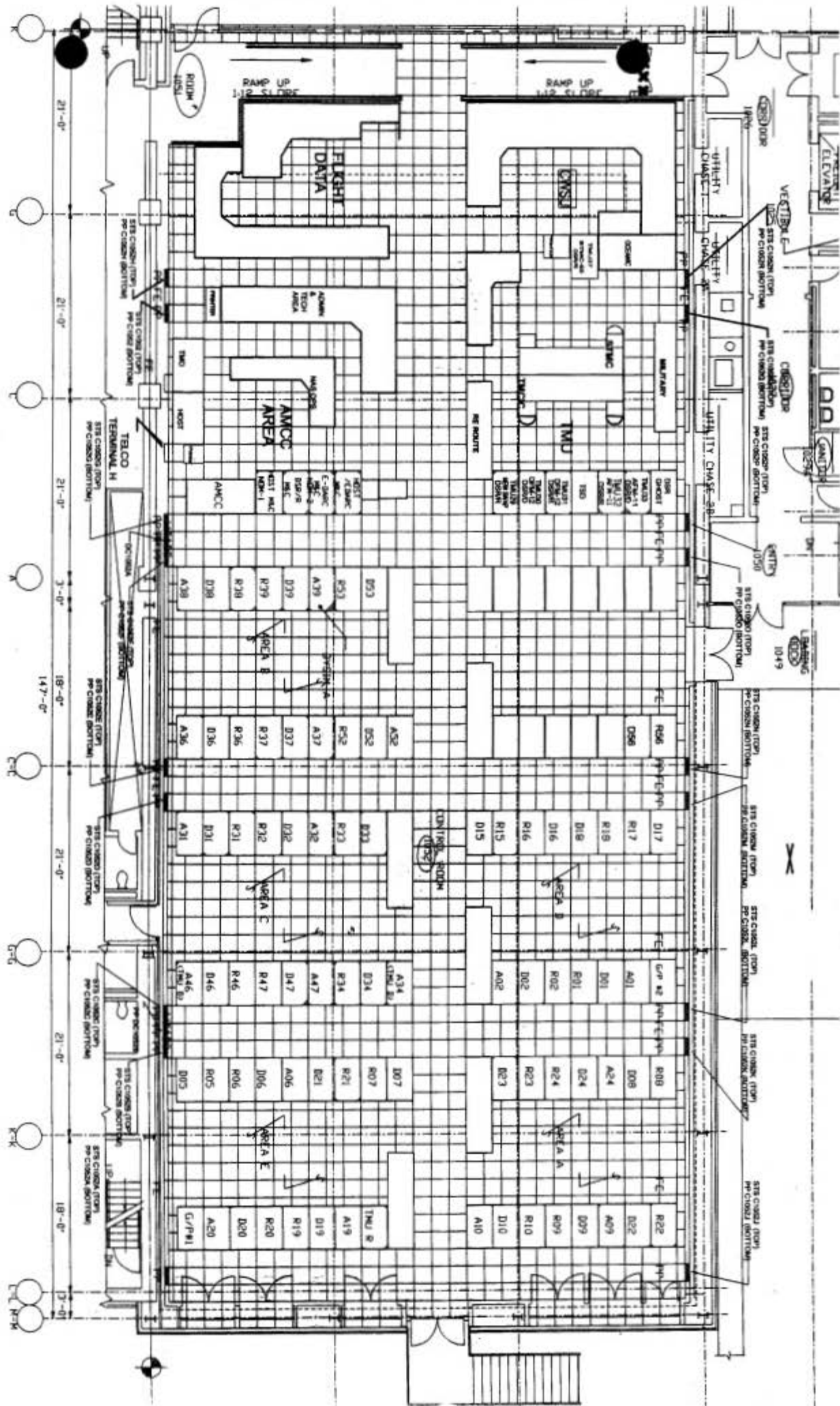
[illegible]

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[illegible]

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Section 7.
Facility Layout Chart



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AAL11

Section 8.
Thermal Flight Strips, DSR, 422790

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AAL11

AAL11

1/B762/E
T463

972 01

BOS P1145

BOS GLYDE CTR HNK
ULW JHW CXR PIA J96
SLN J102 ALS J110
FMN J64 CIVET CIVET4
LAX

1443

350 ONRPU

30+ BOT

AAL11

B/B762/E
T463 G318

972 03

BOS
BOS

12 07

1200
200

GLYDE
GLYDE

350

BOS GLYDE CTR HNK. /
LAX

1443

ONRPO

AAL11

B/B762/E
T463 G379

972 12

GLYDE
GLYDE

12 15

1207

CTR

350

BOS GLYDE CTR HNK
BOS GLYDE CTR HNK
ULW JHW CXR PIA J96
SLN J102 ALS J110
FMN J64 CIVET CIVET4
LAX

1443

ONRPO

NORDO

AAL11

B/B762/X
T463 G409

972 08/2

ART

12 48

1242

SYR

SYR 333/034

350

BOS./ART JHW CXR
PIA J96 SLN J102 ALC
J110 FMN J64 CIVET
CIVET4 LAX

o NORDO NRP

ZCC

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AAL11

Section 9.
Transcriptions of Voice Recordings



US Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 19, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Bosox Sector, Sector 47, Radar Position for the time period from September 11, 2001, 1200 UTC to September 11, 2001, 1231 UTC.

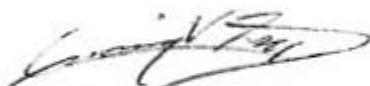
Agencies Making Transmissions

Abbreviations

Boston ARTCC Bosox Sector Radar Position	47R
United Air Lines Inc. Flight 211	UAL211
Air Canada Flight 651	ACA651
Southwest Airlines Co. Flight 425	SWA425
Citation N550VW	N550VW
Executive Jet Aviation Inc. Flight 275	EJA275
Delta Air Lines Inc. Flight 1823	DAL1823
Federal Express Corporation Flight 3601	FDX3601
Boston ARTCC Gardner Sector Radar Associate Position	36RA
Unknown	UNK
Boston ARTCC Gardner Sector Radar Position	36R
Boston ARTCC Boston Sector Radar Position	46R
Boston ARTCC Athens Sector Radar Position	38R
American Airlines Inc. Flight 11	AAL11
Executive Jet Aviation Inc. Flight 332	EJA332
Boston ARTCC Albany Sector Radar Position	22R
U S Air Flight 2683	USA2683
Boston ARTCC Bosox Sector Radar Position Relieving Controller	47RR
Northwest Orient Airlines Inc. Flight 206	NWA206
Continental Air Lines Inc. Flight 683	COA683
New York TRACON Vicki Sector	N90V
Delta Air Lines Inc. Flight 9930	DAL9930
Commatair Flight 2480	UCA2480
Boston TRACON	A90
Providence TRACON	G90
Bombardier Business Jet Solutions, Inc. Flight 420 (Flexjet)	LXJ420
Express Airlines I, Inc. d/b/a Northwest Airlink Flight 5616 (Flagship)	FLG5616
Boston ARTCC Danbury Sector Radar Position	19R

Delta Air Lines Inc. Flight 351	DAL351
Washington ARTCC Giant Killer	ZDC59
November 3337J	N3337J
United Air Lines Inc. Flight 175	UAL175
Bradley TRACON	Y90
Delta Air Lines Inc. Flight 2433	DAL2433
New York ARTCC Manta Sector	ZNY66
New York TRACON Kennedy Sector	N90K
Delta Air Lines Inc. Flight 1043	DAL1043
Boston ARTCC Kingston Sector Radar Associate Position	20RA
New York ARTCC Joboc Sector	ZNY65
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 3915	BTA3915
Delta Air Lines Inc. Flight 1989	DAL1989
New York ARTCC Camrn Sector	ZNY67
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 4042	BTA4042
New York ARTCC Kennedy Sector	N90

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Lucius V. Free
Support Specialist, Training/Quality Assurance
Boston ARTCC

1200:00	47R	direct to the biggo intersection on course good day
1200:05	UAL211	boston one two seven eight two going direct biggo united ah two eleven
1200:19	47R	air canada six five one proceed direct bradley on course
1200:21	ACA651	direct bradley air canada six five one
1200:25	47R	northwest four twenty five contact boston center one two seven point eight two good day

1200:30	SWA425	ah verify two seven eight two for southwest four twenty five
1200:33	47R	southwest four twenty five affirmative good day
1200:39	47R	citation zero victor whiskey climb and maintain flight level two three zero proceed direct chester on course
1200:44	N550VW	two three zero and direct chester victor whiskey
1200:47	47R	air canada six five one proceed direct bradley on course
1200:51	ACA651	direct bradley air canada six five one
1200:55	EJA275	executive jet two seventy five one two thousand heading two seven zero
1200:58	47R	exec jet two seventy five boston center good morning proceed direct to barnes climb and maintain one four thousand
1201:03	EJA275	barnes one four thousand execjet two seventy five
1201:06	47R	delta eighteen twenty three contact boston center one three two point six five good day
1201:11	DAL1823	thirty two sixty five delta eighteen twenty three
1201:30	47R	air canada six five one cross five miles east of bradley at and maintain one six thousand the bradley altimeter three zero zero niner
1201:36	ACA651	okay check three zero zero nine five miles to the east of ah bradley at one nine thousand for air canada six five one

1201:43	47R	ah six five one five east of bradley at and maintain one six thousand altimeter three zero zero niner
1201:48	ACA651	one six thousand that makes more sense air canada six five one
1202		
1202:11	47R	execjet two seventy five climb and maintain one six thousand
1202:15	EJA275	one six thousand two seventy five sir what are you showing for our filed final
1202:19	47R	i show sixteen for the final
1202:20	EJA275	good work
1202:32	47R	fedex thirty six o one contact boston center one two seven point eight two good day
1202:39	FDX3601	one two seven eight two fedex thirty six o one heavy good morning sir
1202:41	47R	citation zero victor whiskey climb and maintain flight level three one zero
1202:46	N550VW	three one zero victor whiskey
1203		
1203:29	36RA	hi this is athens
1203:30	47R	point out south of gardner
1203:31	36RA	i'm sorry gardner

1203:32	47R	point out south of gardner zero victor whiskey direct chester he's kind of slow climbing
1203:37	36RA	ah zero victor whiskey what do you want to do there billy you want to take the point out or i guess point out approved on him
1203:46	47R	okay
1203:47	36RA	z j
1204 1204:03	47R	citation zero victor whiskey amend altitude maintain flight level two zero zero
1204:05	N550VW	flight level two zero zero victor whiskey
1204:07	36RA	he says he's going to be a really slow climb what's the problem---gardner
1204:12	47R	i stopped zero victor whiskey at ah two zero zero so you can top him with that delta
1204:17	36RA	ah okay
1204:18	UNK	thanks see ya
1204:19	36RA	thanks
1204:21	47R	okay shall i put twenty three in the data block and flash him through
1204:25	36RA	standby yeah why why don't you call the radar side cause then i don't have to tell the radar

1204:31	47R	okay
1204:32	36R	okay what do you want forty seven
1204:33	47R	zero victor whiskey i stopped him at twenty so we can get the delta up on top
1204:35	36R	you stopped the victor whiskey at what
1204:37	47R	twenty
1204:38	36R	twenty alright
1204:50	47R	athens
1204:52	46R	gardner delta five forty four for the climb
1204:56	38R	delta five forty four
1204:58	46R	yep
1204:59	38R	reference that zero victor whiskey you're working him right
1205:02	46R	yep
1205:03	38R	point out approved
1205:03	UNK	(unintelligible)

1205:11	47R	execjet two seventy five contact boston center one three two point six five good day
1205:13	EJA275	thirty two sixty five we'll see ya
1205:14	47R	good bye
1205:24	47R	air canada six five one contact boston center one three two point six five good day
1205:30	ACA651	thirty two six five air canada six five one
1205:32	AAL11	boston center good morning american eleven with you passing through one one thousand for one four thousand
1205:36	47R	american eleven boston center good morning climb and maintain flight level two three zero proceed direct chester
1205:41	AAL11	two three zero direct chester american eleven
1205:56	EJA332	boston center execjet three three two is with you descending through nineteen point seven for ah one nine o
1206:02	47R	execjet three three two boston center roger good morning
1206:06	EJA332	good day
1206:12	47R	execjet three three two you're cleared direct to the wipor intersection on course
1206:20	EJA332	wipor intersection ah execjet three three two

1206:32	47R	citation zero victor whiskey climb and maintain flight level two one zero
1206:37	N550VW	two one zero victor whiskey
1206:40	22R	(unintelligible) we can go to that one seventy heading to join go ahead forty seven
1206:45	USA2683	okay u s air twenty six eighty three you got us one sixty you want us on one seventy now
1206:48	22R	yeah one seventy will be fine one seventy to join
1206:50	USA2683	one seventy to join ah j thirty seven u s air twenty six eighty three
1206:55	22R	five five victor whiskey is point out approved
1206:57	47R	thank you he's going to be slow climbing
1206:58	22R	okay
1206:59	47R	s r
1207 1207:03	47R	eighteen's good darc map is good halos are on no complaints about the rides weathers good working chester working chester working us i'm climbing him beneath that thirty thirty eight has the hand off showing him climbing to thirty one pointed out to twenty two direct to wipor hand off to you not on frequency on frequency going to biggo um pete says go to biggo with anybody
1207:13	47RR	yep

1207:27	47RR	excellent
1207:28	47R	and ah charlotte twenty atlanta putnam v o r is released right now
1207:32	47RR	good deal
1207:34	47R	nothing on page two pertains
1207:54	47R	november zero victor whiskey climb and maintain flight level two four zero
1207:58	N550VW	two four zero victor whiskey
1208 1208:05	47R	execjet three thirty two descend and maintain flight level one eight zero say indicated air speed
1208:10	EJA332	okay down to one eight zero and we're doing two eighty right now execjet ah three thirty two
1208:14	47R	roger that
1208:33	NWA206	northwest two o six ah leveling flight level one nine zero checking on
1208:39	47R	northwest two o six boston center say indicated speed
1208:41	NWA206	ah right now three ten
1208:45	47R	roger

1208:47	47R	american eleven contact boston center one two seven point eight two
1208:50	AAL11	twenty seven eighty two so long american eleven
1209 1209:19	47R	november zero victor whiskey climb and maintain flight level three one zero
1209:23	N550VW	three one zero citation victor whiskey
1209:26	47R	zero victor whiskey contact boston center one three five point three two
1209:30	N550VW	three five three two victor whiskey
1209:33	COA683	boston continental six eighty three eleven three climbing to fourteen thousand
1209:39	47R	continental six eighty three boston center roger climb and maintain flight level two three zero go direct barnes
1209:42	COA683	up to two three zero flight level two three zero direct barnes continental six eighty three
1209:49	47R	exec jet three thirty two descend and maintain one two thousand bradley altimeter three zero zero niner
1209:53	N90V	sardi vicki three o eight
1209:55	EJA332	two zero zero niner and down to one two thousand exec jet three thirty two

1209:59	47R	northwest two zero six descend and maintain flight level one eight zero
1210:03	NWA206	one eight zero northwest two o six
1210:06	DAL9930	center good morning delta ninety nine thirty twelve and a half for one four thousand
1210:11	47R	delta ninety nine thirty boston center climb and maintain flight level two three zero direct chester do not exceed three hundred knots
1210:19	DAL9930	delta ninety nine thirty climb to two three zero direct to chester don't exceed three hundred
1210:22	47R	continental six eighty three say speed
1210:27	COA683	two ninety for continental six eighty three
1210:30	47R	continental six eighty three maintain three zero zero knots or greater and fly heading two seven zero
1210:33	COA683	two seventy on the heading three hundred or greater on the speed continental six eighty three
1210:56	47R	commutair twenty four eighty you're cleared direct to gardner descend and maintain one one thousand
1211		
1211:10	47R	commutair twenty four eighty boston
1211:12	UCA2480	yep just got switched over one five thousand twenty four eighty

1211:15	47R	commutair twenty four eighty boston center cleared direct gardner descend and maintain one one thousand bradley altimeter three zero zero niner
1211:20	UCA2480	direct gardner one one thousand three zero zero nine commutair twenty four eighty
1211:30	A90	providence sector boston try eagle six forty one
1211:40	A90	i got em j a
1211:45	47R	hey providence south bosox sixty eight
1211:49	G90	providence
1211:50	47R	i'm going to have to hold on to the execjet three thirty two until just about norwich if that's alright
1211:54	G90	that's fine
1211:55	47R	(unintelligible)
1211:56	G90	y z
1212		
1212:02	47R	execjet three three two contact the boston center on one two four point eight five
1212:05	EJA332	one two four point eight five good day execjet ah three thirty two
1212:11	47R	commutair twenty four eighty i need you to start down to eleven thousand please

1212:18	UCA2480	on our way twenty four eighty
1212:22	47R	delta ninety nine thirty climb and maintain flight level three five zero say your altitude leaving
1212:27	DAL9930	delta ninety nine thirty out of ah twenty point eight now we're climbing to flight level three five zero
1212:31	47R	roger that you can resume normal speed
1212:33	DAL9930	normal speed delta ninety nine thirty
1212:39	47R	continental six eighty three resume normal speed
1212:42	COA683	normal speed continental six eighty three
1212:46	47R	northwest two zero six descend and maintain one five thousand bradley altimeter three zero zero niner
1212:50	NWA206	one five fifteen thousand northwest two o six
1213		
1213:16	47R	commutair twenty four eighty contact the ah bradley approach one one niner point zero
1213:20	UCA2480	nineteen zero commutair twenty four eight zero
1213:27	47R	delta ninety nine thirty contact boston center one three five point three two
1213:31	DAL9930	delta ninety nine thirty ah one three five three two goodbye

1213:45	47R	northwest two o six descend and maintain one two thousand
1213:47	NWA206	one two twelve thousand northwest two o six
1214		
1214:26	LXJ420	boston center flexjet four twenty's checking in passing one zero for one four thousand
1214:34	47R	flexjet ah four twenty boston center roger climb and maintain flight level two three zero direct nelly
1214:40	LXJ420	two three zero direct nelly four twenty
1214:41	47R	continental six eighty three fly heading two seven five to join jet seventy seven
1214:48	COA683	two seventy five on the heading to join continental six eighty three
1215		
1215:05	47R	american eleven boston
1215:21	47R	continental six eighty three contact boston center on one two five point two five ah correction one two seven point eight two
1215:28	COA683	two seven eight two continental six eighty three see ya
1215:32	47R	delta ninety nine thirty boston on one three five point three two
1215:48	FLG5616	hello boston center flagship fifty six sixteen sixty three hundred for one zero ten thousand
1215:52	47R	flagship five six one six boston center roger climb and maintain one six thousand

1215:57	FLG5616	one six sixteen thousand flagship fifty six sixteen
1216:00	47R	northwest two zero six descend and maintain one one thousand contact providence approach one two five point seven five
1216:06	NWA206	twenty five seventy five down to one one eleven thousand northwest two zero six see ya
1216:19	47R	flagship fifty six ah sixteen climb and maintain flight level two three zero
1216:23	FLG5616	flight level two three o flagship fifty six sixteen
1217		
1217:14	19R	yeah go ahead
1217:15	47R	danbury this is providence going to go right down to thirteen with three seven juliet
1217:17	19R	oh sure
1217:18	47R	thanks
1217:21	47R	flagship fifty six ah sixteen turn right twenty degrees
1217:27	FLG5616	right twenty flagship fifty six sixteen
1217:51	47R	flexjet four twenty contact boston center on one two seven point eight two
1217:58	LXJ420	one two seven point eight two flexjet four twenty so long

1218:02	47R	american eleven do you hear the center
1218:18	47R	flagship thirty six sixteen fly heading three five zero
1218:22	FLG5616	okay verify ah three five zero heading for flagship fifty six sixteen
1218:25	47R	that's correct
1218:46	DAL351	boston delta three fifty one leaving eight thousand for ten thousand
1218:50	47R	delta three fifty one boston center roger climb and maintain flight level two three zero indicate two five zero knots
1218:57	DAL351	climb to two three zero at two five zero knots delta three fifty one
1218:58	47R	delta three fifty one ah change that climb to one two thousand
1219:00	ZDC59	cape giant killer fifty nine line question
1219:03	DAL351	three fifty one
1219:04	DAL351	delta three fifty one (unintelligible)
1219:06	47R	thank you
1219:13	N3337J	boston thirty three thirty seven juliet descending to one three thousand

1219:16	47R	november three three three seven juliet boston center bradley altimeter three zero zero niner
1219:20	N3337J	zero zero niner
1219:25	UAL175	boston good morning united's one seventy five heavy heavy is out of eleven seven for one four thousand
1219:30	47R	delta three fifty one turn right thirty degrees leaving one two thousand you're cleared direct to biggo
1219:38	DAL351	right turn ah three zero degrees out of twelve thousand direct to biggo delta three fifty one
1219:43	47R	united one seventy five boston center climb and maintain flight level two three zero you're cleared direct to biggo
1219:47	UAL175	direct biggo up to two three zero united one seventy five heavy
1220:00	47R	delta three fifty one you can go direct to biggo now thanks
1220:05	DAL351	directly to biggo delta three fifty one
1220:10	47R	delta three fifty one also normal speed
1220:12	DAL351	normal speed delta three fifty one
1220:15	47R	flagship fifty six sixteen cleared direct chester
1220:18	FLG5616	direct chester flag seventy six sixteen

1220:21	47R	november three seven juliet descend and maintain one one thousand
1220:26	N3337J	seven juliet descend to one one thousand
1220:30	UNK	three seven j point out approved
1220:32	47R	thanks direct keene n o
1220:38	47R	bradley (unintelligible) bosox ninety eight line
1220:45	Y90	bradley
1220:46	47R	hey three seven juliet was given keene a ways back is that alright direct from west of hartford
1220:53	Y90	direct keene is approved
1220:54	47R	thanks a lot (unintelligible)
1221		
1221:39	47R	delta three fifty one thanks for the help contact boston center one two seven point eight two
1221:44	DAL351	two seven eight two delta three fifty one
1221:47	47R	flagship five six one six climb and maintain flight level three one zero
1221:51	FLG5616	flight level three one zero flagship fifty six sixteen

1221:59	47R	november three seven juliet contact bradley approach one one niner point zero
1222:04	N3337J	nineteen zero triple three seven juliet good day sir
1222:06	47R	united one seventy five contact boston center one two seven point eight two
1222:11	UAL175	two seven eight two united one seventy five so long
1223 1223:10	DAL2433	boston center delta twenty four thirty three out of eleven point nine for one four thousand
1223:14	47R	delta twenty four thirty three boston center climb and maintain flight level two three zero proceed direct bradley direct carmel
1223:22	DAL2433	delta twenty four thirty three flight level two three zero direct bradley carmel
1224 1224:07	ZNY66	hampton manta thirty nine
1224:14	N90K	sardi kennedy ninety two line
1224:20	UNK	here he comes sorry
1224:27	ZNY66	sardi manta six seven point out
1224:39	47R	american eleven boston
1224:42	47R	american eleven if you hear the center ident

1225:00	UNK	(unintelligible) endanger yourself and the airplane just stay quiet
1225:08	UNK	barnes
1225:29	UNK	yeah he's we got him on primary
1225:33	47R	hey thirty eight
1225:34	38R	yeah
1225:35	47R	you guys heard anything from american
1225:36	38R	no
1225:37	47R	okay we think there might be somebody in the cockpit right now taking it over
1225:40	38R	okay
1225:41	47R	yeah we we just it was just ah broadcast over here
1225:42	38R	call your supervisor over *(there)
1225:43	47R	yeah we're already doing it
1225:43	38R	okay n o
1226		
1226:07	DAL351	two five five seven delta three fifty one

1226:11	DAL1043	good morning boston delta ten forty three twelve three for one four thousand
1226:15	47R	delta twenty four thirty three boston center climb and maintain flight level ah sorry ten forty three delta ten forty three climb and maintain flight level two three zero direct to barnes
1226:24	LXJ420	one two five five seven flexjet four twenty so long
1226:26	DAL1043	*(up) to two three zero delta ten forty three
1226:49	22R	(unintelligible) go ahead
1226:53	47R	bosox point out flagship ah fifty six sixteen
1226:56	22R	where's he going over cambridge
1226:57	47R	ah yeah
1226:58	22R	point out approved
1227:00	47R	flagship five six ah one six contact boston center one three five point three two
1227:07	FLG5616	thirty five thirty two flag seventy six sixteen we'll see ya
1227:09	47R	united one seventy five you with me
1227:27	UAL175	okay three three four two united one seventy five so long
1227:33	UAL175	boston united ah one seventy five two three o

1227:37	47R	united one seventy five boston center roger climb and maintain flight level three five zero---yeah they are watching him this is bosox
1227:42	38R	you working flagship forty fifty six
1227:42	UAL175	up to three five zero we'd like to request three one zero for smooth uniteds one seventy five
1227:44	47R	yeah he should be over to you already
1227:46	38R	stop him at two three zero if he's there
1227:47	47R	he's over to you
1227:48	38R	alright
1227:59	47R	delta twenty four thirty three proceed direct carmel climb and maintain flight level three one zero
1228:05	DAL2433	delta twenty four thirty three direct carmel climbing to flight level three one zero
1228:32	47R	delta ten forty three climb and maintain flight level three niner zero
1228:35	DAL1043	three nine zero delta ten forty three
1228:44	UAL175	boston uniteds one seventy five i'd like to request three one o if it's approved
1228:48	47R	united one seventy nine you say you want three one o

1228:50	UAL175	yes sir if it's smooth united one seventy five heavy
1228:53	47R	united one seventy nine maintain ah flight level ah correction there united one seven five maintain flight level three one zero
1228:58	UAL175	three one zero united one seventy five we'd like to keep that as the final
1229:10	20RA	(unintelligible) sector twenty
1229:11	47R	boston united one seventy fives climbing to thirty one now
1229:13	ZNY65	(unintelligible) joboc thirty nine line
1229:15	20RA	united one seventy fives climbing to thirty one
1229:17	47R	yep that's all he wants
1229:18	20RA	alright thanks a lot w d
1229:23	BTA3915	boston center jet link thirty nine fifteen one two thousand for one four thousand out of turn to two seventy
1229:28	47R	jet link thirty nine fifteen boston center climb and maintain one six thousand you're cleared direct to bradley
1229:33	BTA3915	one six thousand direct bradley jet link thirty nine fifteen
1229:48	47R	this is ah bosox

1229:49	22R	yeah that jet link forty forty twos coming in a little high i had traffic
1229:51	47R	that's fine
1229:51	22R	thank you
1229:52	47R	t f
1229:54	DAL1989	boston center good morning deltas nineteen eighty nine heavy with you one three for one four thousand
1230:00	ZNY67	hampton (unintelligible) camrn thirty nine line
1230:01	47R	delta nineteen eighty nine boston center roger climb and maintain flight level three five zero and you're cleared direct chester
1230:07	DAL1989	thank you direct chester up to three five zero deltas nineteen eighty nine
1230:14	BTA4042	and boston center good morning jet link forty forty two with you twenty three eight for one nine zero
1230:19	47R	jet link forty forty two boston center roger
1230:28	N90	hampton kennedy thirty nine line
1230:37	UNK	(unintelligible)
1230:46	47R	united one seventy five maintain three one o and contact the boston center on one two five point five seven

1230:48 A90 negative response there bosox

1230:53 UAL175 two five five seven we'll maintain three one o uniteds one
1231 seventy five

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: February 15, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Boston Sector, Sector 46, Radar Position for the time period from September 11, 2001, 1204 UTC to September 11, 2001, 1240 UTC.


Agencies Making Transmissions

Boston ARTCC Athens Sector Radar Position
Boston ARTCC Boston Sector Radar Position
United Airlines Inc. Flight 211
Delta Air Lines, Inc. Flight 544
Federal Express Corporation Flight 3601
Boston ARTCC Kingston Sector Radar Position
Federal Express Corporation Flight 3258
American Airlines Inc. Flight 11
Delta Air Lines, Inc. Flight 1149
Boston ARTCC Kingston Sector Radar Associate Position
Gulfstream N317ML
Continental Air Lines Inc. Flight 683
Bombardier Business Jet Solutions, Inc. Flight 420
Boston ARTCC Cambridge Sector Radar Position
Delta Air Lines, Inc. Flight 351
United Airlines Inc. Flight 175
Unknown
Boston ARTCC Albany Sector Radar Position

Abbreviations

38R
46R
UAL211
DAL544
FDX3601
20R
FDX3258
AAL11
DAL1149
20RA
N317ML
COA683
LXJ420
39R
DAL351
UAL175
UNK
22R

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:


Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1204		
1204:51	38R	yes
1204:52	46R	this is boston point uh west of gardner delta five forty four for climb
1204:56	38R	delta five forty four
1204:58	46R	yep
1204:59	38R	reference that zero victor whisky you're working him right
1205:02	46R	yep
1205:03	38R	point out approved
1205:03	46R	(unintelligible)
1205:27	46R	united two eleven contact boston center one two five point five seven
1205:31	UAL211	boston one two five uh five seven united uh two eleven
1205:50	DAL544	boston good morning delta five forty four climbing twenty one three for two three zero
1205:55	46R	delta five forty four boston center roger climb maintain flight level three one zero
1205:59	DAL544	climbing to flight level three one zero delta five forty four

1206:28	46R	fedex thirty six o one are you able flight level three niner zero
1206:31	FDX3601	stand by sir---uh not this morning sir
1206:33	46R	okay
1206:43	46R	this is uh boston
1206:45	38R	fedex thirty two three is going to a two ten heading---for his climb
1206:48	46R	(unintelligible) z p
1206:49	38R	n o
1207		
1207:04	20R	kingston
1207:06	46R	boston fedex thirty six o one request direct sparta for traffic
1207:08	20R	and who is it again
1207:09	46R	fedex thirty six o one
1207:10	20R	that's approved
1207:11	46R	z p
1207:11	20R	f b
1207:12	46R	fedex thirty six o one cleared direct sparta

1207:14	FDX3601	direct sparta fedex thirty six o one heavy
1207:20	46R	fedex thirty six o one what is your uh mach number going to be at uh three five o
1207:27	FDX3601	eight o sir point eight o
1207:29	46R	thank you
1208		
1208:33	46R	fedex thirty two fifty eight boston
1208:41	FDX3258	one two seven eight two roger fedex thirty two fifty eight heavy
1208:43	46R	there he goes
1208:48	FDX3258	uh good morning boston fedex thirty two fifty eight heavy is out of three zero zero for three five zero we're on a heading of two ten
1208:53	46R	fedex thirty two fifty eight uh roger uh fly heading one eight zero maintain mach eight o or less
1209		
1209:01	FDX3258	one eight zero roger and uh the heading and uh mach eight or less thirty two fifty eight
1209:11	46R	fedex thirty six o one maintain mach eight o or greater
1209:12	FDX3601	mach eight o or greater fedex thirty six o one heavy
1209:17	AAL11	boston center good morning american eleven with you passing through one niner zero for two three zero

1209:22	46R	american eleven boston uh center roger climb and maintain level two eight zero
1209:25	AAL11	two eight zero american eleven
1209:28	46R	fedex thirty two fifty eight you're recleared direct to uh barnes
1209:34	FDX3258	direct to barnes fedex thirty two fifty eight
1209:52	46R	delta five forty four contact boston center one two five point five seven
1209:56	DAL544	twenty five fifty seven for boston delta five forty four good day
1210:04	DAL1149	boston delta eleven forty nine leveling at three one zero
1210:06	46R	delta eleven forty nine boston center roger
1210:13	46R	american eleven climb maintain flight level two niner zero
1210:15	AAL11	niner zero american eleven
1210:35	46R	fedex thirty two fifty eight cleared direct biggo
1210:41	FDX3258	direct biggo thank you thirty two fifty eight
1210:46	46R	fedex thirty two fifty eight your traffic you're going to be following is twelve o'clock and about uh ten miles also southbound with company---(unintelligible) company jet
1210:54	FDX3258	uh who's that traffic sir

1210:55	46R	twelve o'clock and about ten miles same direction also at three five o company
1211:01	FDX3258	okay thanks
1211:06	20RA	kingston
1211:07	46R	this is the boston speeds fedex thirty six o one mach eight o or greater fedex thirty two fifty eight mach eight o or less
1211:11	20RA	(unintelligible)
1211:27	46R	fedex thirty six o one contact boston center one two five point five seven
1211:32	FDX3601	two five five seven fedex thirty six o one heavy
1211:58	46R	american eleven your traffic is at uh two o'clock two zero miles southwest bound m d eighty three one o
1212:04	AAL11	american eleven roger
1212:16	46R	fedex thirty two fifty eight you're cleared direct sparta
1212:19	FDX3258	direct sparta fedex thirty two fifty eight heavy
1213		
1213:02	46R	fedex thirty two fifty eight contact boston center one two five point five seven
1213:08	FDX3258	one two five five seven thank you fedex thirty thirty two fifty eight

1213:11	46R	good day
1213:29	46R	american eleven turn twenty degrees right
1213:31	AAL11	twenty right american eleven
1213:47	46R	american eleven climb maintain *(flight) level three five zero
1213:57	46R	american eleven climb maintain *(flight) level three five zero
1214:08	46R	american eleven boston
1214:18	46R	er seven mike lima how do you hear
1214:21	N317ML	mike lima has you loud and clear
1214:23	46R	american eleven boston
1214:33	46R	american one one uh the american on the frequency how do you hear me
1214:42	38R	this is uh athens
1214:45	46R	this is boston i turned american twenty left and i was going to climb him he will not respond to me now---at all
1214:48	38R	looks like he's turning right
1214:50	46R	yeah i turned him twenty right

1214:51	38R	oh okay
1214:52	46R	and he's only going to uh i think twenty nine
1214:54	38R	okay
1214:55	46R	(unintelligible)
1214:56	38R	sure that's fine
1214:57	46R	*(yeah) but i'm not talking to him---(unintelligible)
1214:59	38R	he won't answer you he's nordo roger---thanks
1215 1215:07	46R	november seven mike lima descend at pilots discretion maintain flight level two four zero
1215:11	N317ML	p d m two four zero we'll begin down three one seven mike lima
1215:15	46R	american eleven boston
1215:22	46R	american eleven if you hear boston center ident
1215:37	COA683	boston continental six eighty three flight level two one zero climb two three zero
1215:41	46R	continental six eighty three boston center roger climb maintain *(flight) level three one zero
1215:45	COA683	climb maintain flight level three one zero

1215:49	46R	american eleven if you hear boston center ident please or acknowledge
1216		
1216:32	46R	american eleven if you hear boston center re contact boston center on one two seven point eight two that's american eleven one two seven eight two
1217		
1217:05	46R	american eleven american one one boston
1217:19	46R	delta eleven forty nine contact boston center one two five point five seven
1217:23	DAL1149	eleven forty nine two five five seven good day
1217:56	46R	american eleven if you hear boston center ident please
1218:06	LXJ420	boston center flexjet four twenty checking in passing one eight for two three o
1218:10	46R	flexjet four twenty boston center roger climb maintain *(flight) level two four zero
1218:12	LXJ420	climbing to two four o flexjet four twenty
1218:31	46R	seven mike lima contact boston center one two eight point two
1218:35	N317ML	two eight point two three one seven mike lima thanks
1218:56	46R	american eleven boston
1219		
1220		
1220:08	46R	american eleven american one one how do you hear the center

1220:29	46R	this is uh boston
1220:30	39R	point out northwest one fifty seven
1220:32	46R	northwest one fifty seven is point out approved
1220:34	39R	thank you r t
1221		
1221:46	46R	flexjet four twenty say air speed
1221:49	LXJ420	uh increasing airspeed now passing through point uh six eight
1221:52	46R	roger indicated
1221:57	LXJ420	two ninety
1221:58	46R	flexjet four twenty maintain uh and what are you going to increase to
1222:02	LXJ420	three twenty
1222:03	46R	thank you
1222:04	46R	continental six eighty three contact boston center one two five point five seven
1222:09	COA683	two five five seven continental six eighty three see ya
1222:13	DAL351	delta three fifty one leaving fifteen point four for two three zero

1222:20	46R	delta three fifty one boston uh center roger climb maintain *(flight) level three five zero
1222:23	DAL351	climbing *(out of) to three five zero delta three fifty one
1222:27	46R	american eleven boston
1222:33	UAL175	boston morning uniteds one seventy five out of uh nineteen for two three o
1222:38	46R	united one seventy five boston uh center roger
1223		
1224		
1224:29	UNK	(unintelligible)
1224:33	46R	is that american eleven trying to call
1224:36	UNK	(unintelligible)
1224:37	UNK	*(blocked)
1224:38	UNK	we have some planes just stay quiet and you'll be okay we are returning to the airport
1224:46	46R	and uh who's trying to call me here
1224:53	46R	american eleven are you trying to call
1224:56	UNK	nobody move everything will be okay if you try to make any moves you'll endanger yourself and the airplane just stay quiet
1226		

1226:03	46R	delta three fifty one boston center on uh one two five point five seven
1226:07	DAL351	two five five seven delta three fifty one
1226:20	46R	flexjet four twenty boston center one two five point five seven
1226:24	LXJ420	one two five five seven flexjet four twenty so long
1227		
1227:21	46R	united one seventy five contact the uh boston center on one three three point four two
1227:28	UAL175	okay three three four two united one seventy five so long
1228		
1229		
1229:09	22R	hello
1229:10	46R	go ahead
1229:11	22R	yeah point out there northwest of bradley jetlink forty forty two be a few minutes so i can get em down
1229:15	46R	point out approved
1229:16	22R	w e
1230		
1231		
1232		
1233		
1233:59	UNK	nobody move please we are going back to the airport don't try to make any stupid moves
1235		
1236		
1237		
1238		

1239
1240

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 12, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Athens Sector, Sector 38, Radar Position for the time period from September 11, 2001, 1209 UTC to September 11, 2001, 1231 UTC.

Agencies Making Transmissions

Abbreviations

Boston ARTCC Athens Sector Radar Position	38R
AMR American Eagle Flight 975	EGF975
Bombardier Business Jet Solutions, Inc. (Flexjet) Flight 241	LXJ241
Delta Air Lines, Inc. Flight 1149	DAL1149
N550VW	N550VW
U S Air Flight 2683	USA2683
N26JP	N26JP
Northwest Orient Airlines Inc. Flight 348	NWA348
CFMHD	CFMHD
Unknown	UNK
Delta Air Lines, Inc. Flight 9930	DAL9930
Delta Air Lines, Inc. Flight 1953	DAL1953
Boston ARTCC Boston Sector Radar Position	46R
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 4042	BTA4042
Boston ARTCC Rockdale Sector Radar Associate Position	10RA
Southwest Airlines Co. Flight 730	SWA730
Boston ARTCC Bosox Sector Radar Position	47R
U S Air Flight 583	USA583
Boston ARTCC Albany Sector Radar Position	22R
Express Airlines I, Inc. d/b/a Northwest Airlink Flight 5616	FLG5616
United Air Lines Inc. Flight 175	UAL175

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1209		
1209:08	38R	eagle nine seventy five contact boston center one two three point seven five
1209:14	EGF975	one three seventy five nine seventy five see you
1209:17	38R	(unintelligible)
1209:18	LXJ241	jet two forty ones out of uh twenty and a half for two three zero
1209:22	38R	flexjet two forty one boston center roger (unintelligible)
1209:27	38R	delta eleven forty nine contact boston center one two seven point eight two
1209:31	DAL1149	(unintelligible) was that three seven uh two
1209:35	38R	one two seven point eight two delta eleven forty nine
1209:38	DAL1149	eleven forty nine two seven uh eight two good day
1209:41	38R	(unintelligible)

1209:45	N550VW	boston center uh citation five fifty victor whiskeys with you *(goin) climbing through two two zero for three one zero
1209:52	38R	*(november) five five zero victor whiskey boston center roger
1210 1210:23	38R	u s air twenty six eighty three climb and maintain flight level three five zero
1210:30	USA2683	three five o u s air twenty six eighty three
1210:33	38R	flexjet two forty one climb and maintain flight level two nine zero
1210:37	LXJ241	two nine zero flexjet two forty one
1210:50	38R	november two six juliet papa descend and maintain flight level two four zero
1210:54	N26JP	two four zero six juliet pop
1211:00	38R	november two six juliet papa turn uh fifteen degrees right for *(the) descent
1211:04	N26JP	fifteen right six juliet pop
1211:11	38R	charlie foxtrot mike hotel delta contact boston center one two five point five seven
1211:21	38R	charlie foxtrot mike hotel delta contact boston center one two five point five seven
1211:30	38R	northwest three forty eight is cleared direct gardner

1211:38	38R	northwest three forty eight is cleared direct gardner
1211:41	NWA348	direct gardner northwest three forty eight
1211:44	38R	u s air twenty six eighty three contact boston center one two five point five seven
1211:49	USA2683	twenty five fifty seven u s air twenty six eighty three good morning
1211:54	CFMHD	*(yes) boston say again for the frequency mike hotel delta
1211:59	38R	one two five point five seven charlie foxtrot mike hotel delta
1212		
1212:04	CFMHD	five five seven mike hotel delta good day
1212:07	38R	good day sir
1212:14	38R	flexjet two forty one contact boston center one two eight point three two good bye
1212:19	LXJ241	twenty eight thirty two two forty one good morn
1212:45	38R	november six juliet papa proceed direct concord
1212:48	N26JP	direct concord six juliet pop
1213		
1213:20	38R	november six juliet papa contact uh boston center one two three point seven five good day
1213:27	N26JP	two three seven five juliet pop good day

1213:31	UNK	go ahead
1213:32	38R	uh the delta nineteen fifty three give him uh twenty left please
1213:34	UNK	alright here we go
1213:36	38R	(unintelligible)
1213:41	DAL9930	center delta ninety nine thirty out of twenty three five for three five zero
1213:46	38R	delta ninety nine thirty boston center roger
1214		
1214:03	38R	northwest three forty eight descend and maintain flight level two four zero
1214:08	NWA348	three seven zero for two four zero northwest three forty eight just startin to get a little chop how's the ride in the descent
1214:14	38R	i've had uh no complaints keep me advised please
1214:17	NWA348	okay thanks just a little bit of light chop over albany three seven o
1214:21	38R	thank you
1214:23	DAL1953	center delta nineteen fifty three out of one nine zero for two three zero
1214:28	38R	delta nineteen fifty three boston center roger what's the new heading

1214:32	DAL1953	two zero zero
1214:34	38R	thanks
1214:42	38R	this is uh athens
1214:45	46R	this is boston i turned american twenty left and i was going to climb him he will not respond to me now---at all
1214:48	38R	looks like he's turning right
1214:50	46R	yeah i turned him twenty right
1214:51	38R	oh okay
1214:52	46R	and he's only going to uh i think twenty nine
1214:54	38R	okay
1214:55	46R	(unintelligible)
1214:56	38R	sure that's fine
1214:57	46R	*(yeah) but i'm not talking to him---(unintelligible)
1214:59	38R	he won't answer you he's nordo roger---thanks
1215		
1215:04	38R	northwest three forty eight uh give me a good descent rate twenty five hundred feet a minute or greater we have some uh nordo traffic out there

1215:11	NWA348	okay good rate twenty five hundred feet or greater northwest three forty eight
1215:43	38R	delta nineteen fifty three climb and maintain flight level two four zero
1215:47	DAL1953	nineteen fifty three climb to flight level two four zero
1215:52	38R	delta nineteen fifty three contact boston center one two five point five seven
1215:57	DAL1953	delta nineteen fifty three two five five seven good day
1216:00	38R	good day
1216:03	38R	american eleven boston
1216:24	38R	american eleven how do your hear boston center
1216:58	38R	northwest three forty eight how's the ride workin out for ya
1217 1217:01	NWA348	three forty eight just about three two zero it's uh startin to smooth out in the descent
1217:06	38R	okay and continue that good descent rate through two eight zero i have some uh non radio contact uh traffic off at your one o'clock it's not talkin to anyone just flying uh randomly through the airspace
1217:16	NWA348	alrighty thanks we'll keep the good rate goin
1217:19	38R	thank you

1217:46	NWA348	northwest uh three forty eight three two eight o for two four zero
1217:50	38R	thank you sir northwest three forty eight contact boston center one two three point seven five good day
1217:56	NWA348	one two three seven five northwest three forty eight good day
1218		
1218:09	BTA4042	yeah boston center good morning jet link forty forty two with you at two seven zero
1218:14	38R	jet link forty forty two boston center good morning
1218:18	38R	american eleven how do you hear boston center
1219		
1219:56	38R	citation zero victor whiskey contact boston center one two four point one two
1220		
1220:01	N550VW	three four twelve zero victor whiskey
1220:11	38R	yeah---athens sector
1220:13	10RA	hi athens uh this is um ten zero whiskey victor he's got victor whiskey rather he's gotta go down
1220:19	38R	your control
1220:20	10RA	he is
1220:21	38R	yeah your control
1220:22	10RA	alright

1221		
1221:11	SWA730	hi new york southwest seven thirty flight level three three
1221:15	38R	southwest seven thirty this is boston center there is a similar frequency down near new york it's uh one two five three two you wanna try that or go back to your previous sir
1221:25	SWA730	okay thanks
1221:43	38R	american eleven boston center
1222		
1223		
1223:11	38R	american eleven boston center
1224		
1224:12	38R	jet link forty forty two descend and maintain flight level two four zero
1224:16	BTA4042	down to maintain two four o jet link forty forty two
1224:23	38R	athens
1224:25	10RA	athens this is rockdale couple of things point out northwest of rockdale is amtran nine eighty six
1224:31	38R	point out approved
1224:32	10RA	hey also are you tryin to get through to company on the american or anything
1224:35	38R	we're tryin everything here
1224:37	10RA	is he really got no transponder screwed up or what

1224:38	38R	it appears that way
1224:39	10RA	no kiddin alright
1225		
1225:30	38R	yeah we got him on primary
1225:33	47R	hey thirty eight
1225:34	38R	yeah
1225:35	47R	you guys heard anything from american
1225:36	38R	no
1225:37	47R	okay we think there might be somebody in the cockpit right now taking it over
1225:40	38R	okay
1225:41	47R	yeah we we just it was just broadcast over here
1225:42	38R	call the supervisor please---okay n o
1225:43	47R	yeah we're already doin it
1226		
1226:51	USA583	center u s air five eighty threes with you level two one zero
1226:58	38R	u s air five eighty three boston center climb and maintain three uh five zero
1227		

1227:03	USA583	all the way to three five zero u s air five eighty three
1227:10	38R	jet link forty forty two boston
1227:13	BTA4042	(unintelligible) forty forty two go ahead
1227:15	38R	yeah contact boston center one two one point three five sir
1227:18	BTA4042	two one three five jet link forty forty two
1227:21	38R	athens
1227:21	22R	yeah i'm going to turn that jet link to uh *(bradley i'm going to have) to leave him at twenty four for awhile
1227:24	FLG5616	hello boston center flagship fifty six sixteen twenty eight point one for *(flight) level three one zero
1227:25	38R	uh you gonna leave him at twenty four---you watchin the flagship just started flashing with him
1227:26	22R	yeah---yeah but i gotta one *(stop) them at twenty three also going northbound
1227:32	38R	alright (unintelligible)
1227:33	22R	alright
1227:35	UAL175	(unintelligible) two three o

1227:37	47R	united one seventy five boston center roger climb and maintain flight level three five zero---yeah they are watching him this is bosox
1227:42	38R	you working flagship forty fifty six
1227:44	47R	yeah he should be over to you already
1227:46	38R	stop him at two three zero if he's there
1227:47	47R	he's over to you
1227:48	38R	alright
1227:50	38R	flagship fifty six sixteen boston
1227:53	FLG5616	yes sir we're here twenty one point six for flight level three one zero
1227:57	38R	roger maintain flight level two three zero flagship fifty six sixteen
1228:00	FLG5616	level two three zero flagship fifty six sixteen
1229		
1229:05	38R	delta ninety nine thirty contact boston center one two four point one good day sir
1229:10	DAL9930	delta ninety nine thirty one twenty four one two so long
1229:33	38R	flagship fifty six sixteen climb and maintain flight level three one zero

1229:37	FLG5616	flight level three one o flagship fifty six sixteen
1230		
1230:29	38R	u s air five eighty three maintain flight level three one zero
1230:33	USA583	stop the climb three one zero u s air five eighty three
1230:39	38R	u s air five eighty three contact boston center one two five point five seven
1230:45	USA583	one two five point five seven u s air five eighty three good day
1230:51	38R	*(good day)
1230:58	UNK	boston good morning king air one
1231		

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 24, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Athens Sector, Sector 38, Radar Associate Position for the time period from September 11, 2001, 1213 UTC to September 11, 2001, 1240 UTC.

Agencies Making Transmissions

Abbreviations

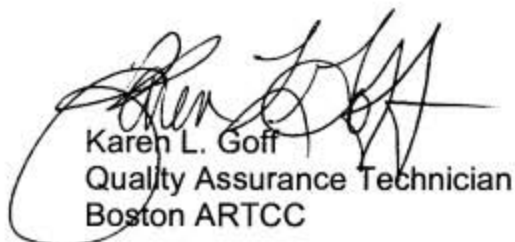
Boston ARTCC Athens Sector Radar Position	38R
N26JP	N26JP
Delta Air Lines, Inc. Flight 9930	DAL9930
Northwest Orient Airlines Inc. Flight 348	NWA348
Delta Air Lines, Inc. Flight 1953	DAL1953
Boston ARTCC Boston Sector Radar Position	46R
Boston ARTCC Kingston Sector Radar Position	20R
Boston ARTCC Athens Sector Radar Associate Position	38RA
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 4042	BTA4042
Boston ARTCC Bosox Sector Radar Associate Position	47RA
N550VW	N550VW
Boston ARTCC Rockdale Sector Radar Associate Position	10RA
Southwest Airlines Co. Flight 730	SWA730
Boston ARTCC Bosox Sector Radar Position	47R
American Airlines Flight 1757	AAL1757
Boston ARTCC Utica Sector Radar Position	09R
U S Air Flight 583	USA583
Boston ARTCC Albany Sector Radar Position	22R
Express Airlines I, Inc. d/b/a Northwest Airlink Flight 5616	FLG5616
Boston ARTCC Augusta Sector Radar Position	02R
Boston ARTCC Kingston Sector Radar Associate Position	20RA
Boston ARTCC Delancey Sector Radar Position	24R
King Air N1509G	N1509G
Boston ARTCC Stewart Sector Radar Position	05R
Boston ARTCC Utica Sector Radar Associate Position	09RA

Agencies Making Transmissions

Abbreviations

Atlantic Coast Airlines d/b/a United Express (Blue Ridge) Flight 6126	BLR6126
Citation N876G	N876G
Comair, Inc. Flight 949	COM949
Delta Air Lines, Inc. Flight 2224	DAL2224
Unknown	UNK
Continental Air Lines Inc. Flight 1530	COA1530
U S Air Flight 1259	USA1259
Delta Air Lines, Inc. Flight 1989	DAL1989
King Air N895CA	N895CA

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:


Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1213		
1213:20	38R	november six juliet papa contact uh boston center one two three point seven five good day
1213:27	N26JP	two three seven five juliet pop good day
1213:41	DAL9930	center delta ninety nine thirty out of twenty three five for three five zero
1213:46	38R	delta ninety nine thirty boston center roger
1214		
1214:03	38R	northwest three forty eight descend and maintain flight level two four zero
1214:08	NWA348	three seven zero for two four zero northwest three forty eight just startin to get a little chop how's the ride in the descent

1214:14	38R	i've had uh no complaints keep me advised please
1214:17	NWA348	okay thanks just a little bit of a light chop over albany three seven o
1214:21	38R	thank you
1214:23	DAL1953	center delta nineteen fifty three out of one nine zero for two three zero
1214:28	38R	delta nineteen fifty three boston center roger what's the new heading
1214:32	DAL1953	two zero zero
1214:34	38R	thanks
1214:42	38R	this is uh athens
1214:45	46R	this is boston i turned american twenty left and i was going to climb him he will not respond to me now---at all
1214:48	38R	looks like he's turning right
1214:51	20R	kingston
1214:52	38RA	(unintelligible) just so you know we have a plan delta nineteen fifty three is turning to two two hundred heading for his climb
1214:57	20R	okay (unintelligible) if you uh you athens---yeah could you just stop him at flight level uh---lets see uh---two uh four zero (unintelligible)

1215:05	38RA	twenty four and a two hundred
1215:06	20R	twenty four yep
1215:06	38RA	thanks
1215:07	38R	twenty five hundred feet a minute or greater we have some uh nordo traffic out there
1215:11	NWA348	okay good rate twenty five hundred feet or greater northwest three forty eight
1215:43	38R	delta nineteen fifty three climb and maintain flight level two four zero
1215:47	DAL1953	nineteen fifty three climb to flight level two four zero
1215:52	38R	delta nineteen fifty three contact boston center one two five point five seven
1215:57	DAL1953	delta nineteen fifty three two five five seven good day
1216:00	38R	good day
1216:03	38R	american eleven boston
1216:24	38R	american eleven how do your hear boston center
1216:58	38R	northwest three forty eight how's the ride workin out for ya

1217
1217:01 NWA348 three forty eight just about three two zero it's uh startin to
smooth out in the descent

1217:06 38R okay and continue that good descent rate through two eight
zero i have some uh non radio contact uh traffic off at your one
o'clock it's not talkin to anyone just flying uh randomly through
the airspace

1217:16 NWA348 alrighty thanks we'll keep uh the good rate goin

1217:19 38R thank you

1217:46 NWA348 northwest uh three forty eight three two eight o for two four zero

1217:50 38R thank you sir northwest three forty eight contact boston center
one two three point seven five good day

1217:56 NWA348 one two three seven five northwest three forty eight good day

1218
1218:09 BTA4042 yeah boston center good morning jet link forty forty two with you
at two seven zero

1218:14 38R jet link forty forty two boston center good morning

1218:18 38R american eleven how do you hear boston center

1218:55 47RA forty seven

1218:56 38RA yeah on american eleven did you go back to boston approach
lookin for him

1218:59	47RA	uh no
1219:01	38RA	could you please
1219:04	47RA	uh i guess it's possible (unintelligible)
1219:56	38R	citation zero victor whiskey contact boston center one two four point one two
1220		
1220:01	N550VW	three four twelve zero victor whiskey
1220:11	38R	yeah---athens sector
1220:13	10RA	hi athens uh this is um ten zero whiskey victor he's got victor whiskey rather he's gotta go down
1220:19	38R	your control
1220:20	10RA	he is
1220:21	38R	yeah your control
1220:22	10RA	alright
1221		
1221:11	SWA730	hi new york southwest seven thirty flight level three three
1221:15	38R	southwest seven thirty this is boston center there is a similar frequency down near new york it's uh one two five three two you wanna try that or go back to your previous sir
1221:25	SWA730	okay thanks

1221:43	38R	american eleven boston center
1222		
1223		
1223:11	38R	american eleven boston center
1224		
1224:12	38R	jet link forty forty two descend and maintain flight level two four zero
1224:16	BTA4042	down to maintain two four o jet link forty forty two
1224:23	38R	athens
1224:25	10RA	athens this is rockdale couple of things point out northwest of rockdale is amtran nine eighty six
1224:31	38R	point out approved
1224:32	10RA	hey also are you tryin to get through to company on the american or anything
1224:35	38R	we're tryin everything here
1224:37	10RA	is he really got no transponder screwed up or what
1224:38	38R	it appears that way
1224:39	10RA	no kiddin alright
1225		
1225:30	38R	yeah we got him on primary
1225:33	47R	hey thirty eight

1225:34	38R	yeah
1225:35	47R	you guys heard anything from american
1225:36	38R	no
1225:37	47R	okay we think there might be somebody in the cockpit right now taking it over
1225:40	38R	okay
1225:41	47R	yeah we we just it was just broadcast over here
1225:42	38R	call the supervisor please---okay n o
1225:43	47R	yeah we're already doin it
1226		
1226:22	AAL1757	is there any chance we can get uh direct flint this morning
1226:25	09R	uh not right now no go ahead thirty eight
1226:28	38RA	yeah american eleven uh we suspect there's someone in the cockpit that's taken over we have just put him in direct watertown jamestown last we knew he was on present heading cleared to flight level two nine zero no one is talking to him airinc has been called we broadcasted on guard we tried through company
1226:43	09R	okay thanks
1226:45	38RA	and two nine zero is not verified

1226:46	09R	okay thanks
1226:48	38RA	you're welcome
1226:50	09R	(unintelligible)
1226:51	USA583	center u s air five eighty threes with you level two one zero
1226:58	38R	u s air five eighty three boston center climb and maintain three uh five zero
1227		
1227:03	USA583	all the way to three five zero u s air five eighty three
1227:10	38R	jet link forty forty two boston
1227:13	BTA4042	(unintelligible) forty forty two go ahead
1227:15	38R	yeah contact boston center one two one point three five sir
1227:18	BTA4042	two one three five jet link forty forty two
1227:21	38R	athens
1227:21	22R	yeah i'm going to turn that jet link to uh *(bradley i'm going to have) to leave him at twenty four for awhile
1227:24	FLG5616	hello boston center flagship fifty six sixteen twenty eight point one for *(flight) level three one zero
1227:25	38R	uh you gonna leave him at twenty four---you watchin the flagship just started flashing with him

1227:26	22R	yeah---yeah but i gotta one *(stop) them at twenty three also going northbound
1227:32	38R	alright (unintelligible)
1227:33	22R	alright
1227:39	09R	because he was just headin that way yes
1227:41	38RA	yeah we've taken the american back because he appears to have turned
1227:44	09R	yep thanks
1227:50	38R	flagship fifty six sixteen *(boston)
1227:54	02R	augusta go ahead
1227:55	38RA	*(oh) sorry
1227:57	02R	do what
1227:58	38R	two three zero *(flashing) fifty six (unintelligible)
1228		
1228:04	38RA	*(override)
1228:05	20RA	go ahead
1228:06	38RA	yeah i need you to look west of albany american eleven i put him on your scope he is uh nordo has been since he talked to boston high we assume he's at flight level two nine zero uh

we're not sure we think there's someone in the cockpit with him
uh we broadcasted over guard we've gone airinc we have gone
company nobody is talking to him we don't know where he's
going we don't know what altitude he's at

1228:31 20RA okay

1228:32 38RA okay

1228:33 20RA thanks

1229
1229:02 24R hello

1229:03 38RA yeah reference american eleven point out west of albany we
don't know what he's doing or what altitude he's at we believe
someone is in the cockpit with him

1229:12 24R okay uh do we *(got it) i gotta (unintelligible) move my altitude
limits here i guess there's a target up there

1229:17 38RA uh we're tracking a primary target only because we lost his
transponder---(unintelligible) he's been broadcasted there we've
tried over uh airinc we've tried company we've tried guard he's
not responding to anyone .

1229:29 24R okay

1229:29 38RA okay

1229:30 24R thanks

1229:31 38RA thanks

1229:32	10RA	hey shirley
1229:33	38RA	yeah
1229:33	10RA	seeing we don't know exactly what altitude he's at with no transponder comair nine forty nine you can just vector him *(your) control for vectors just to keep away from the guy
1229:40	38RA	i'll tell you what
1229:41	10RA	(unintelligible) why don't you comair is going to a zero seven zero heading right now
1229:43	38RA	okay
1229:44	10RA	and he'll be your control back on course reference the american we got another guy coming up (unintelligible)
1229:48	24R	shirley hang up twenty four get out of my head shirley
1229:50	38RA	okay
1229:52	10RA	shirley
1229:53	38RA	yeah i got it (unintelligible)
1229:54	10RA	so anyone at twenty nine that we give you just control to vector avoid him
1229:57	38RA	okay very good thanks

1230		
1230:23	38RA	go ahead twenty
1230:24	20RA	hey athens u s air five eighty three could you stop him at three one for me please
1230:27	38RA	thirty one we'll stop the u s air thank you
1230:28	20RA	(unintelligible)
1230:29	38R	u s air five eighty three maintain flight level three one zero
1230:33	USA583	stop the climb three one zero u s air five eighty three
1230:39	38R	u s air five eighty three contact boston center one two five point five seven
1230:45	USA583	one two five point five seven u s air five eighty three good day
1230:51	38R	*(good day)
1230:58	N1509G	boston good morning king air one five zero nine golf out of niner for six direct to the massena airport
1231		
1231:07	38R	say again
1231:10	N1509G	king air one five zero nine golf out of niner for six direct to the massena airport
1231:15	38R	uh return to your previous frequency november zero nine golf i think *(he) sent you to the wrong one

1231:20	N1509G	i got that feeling we'll go back thanks
1231:22	38R	roger
1231:27	38R	flagship fifty six sixteen contact boston center on uh one two eight point three two
1231:32	FLG5616	twenty eight thirty two flagship
1231:37	05R	*(stewart)
1231:37	38RA	uh yes let me see here let me point this guy out to you if you're not watching him already american eleven we have no idea what altitude he's at we believe there is someone in the cockpit with him we don't know where he's going
1231:50	05R	k t
1231:51	38RA	s o
1231:56	38RA	*(i've i've) go ahead ten
1231:58	10RA	hi comair nine forty is going direct ponee now the delta ninety nine thirty thought that the american looked like he was around twenty nine
1232 1232:04	38RA	okay
1232:05	10RA	he thinks the altitude looks about good to comair is going direct ponee now you have control for turns e t
1232:07	38RA	okay appreciate it thank you go ahead nine

1232:10	09RA	yeah did you try a one twenty (unintelligible)
1232:11	BLR6126	boston good morning blue ridge (unintelligible) one twenty six flight level two one zero
1232:12	38RA	we've tried everything on him
1232:13	09RA	okay
1232:14	38RA	thank you
1232:18	N876G	boston *(citation) eight seven six golf twenty seven two climbing three three o
1232:21	38R	november eight seven six golf boston center roger who else called
1232:24	BLR6126	blue ridge sixty one twenty six good morning two four o
1232:27	38R	blue ridge sixty one twenty six boston *(center) climb and maintain flight level two five zero
1232:31	BLR6126	two five zero now blue ridge sixty one twenty six
1232:35	N876G	eight seven six golf request direct concord (unintelligible)
1232:41	38R	november seven six golf cleared direct to uh concord
1232:46	N876G	direct concord eight seven six golf
1232:56	20RA	this is uh twenty

1232:58	38RA	yes the uh american eleven we're we still have no contact with him the delta ninety nine thirty that crossed his path is about ten west of him now said he did look good at two nine o they do believe someone's in the cockpit we don't have anymore information
1233:13	20RA	alright
1233:14	38RA	alrighty
1233:15	20RA	very good thanks shirley
1233:16	38RA	thanks bye
1233:48	38R	blue ridge sixty one twenty six is cleared direct to parso
1233:51	BLR6126	direct to parso blue ridge sixty one twenty six thank you
1234		
1234:11	38R	comair nine forty nine descend and maintain flight level two four zero
1234:14	COM949	two four zero comair nine forty nine
1234:21	DAL2224	boston center good morning delta twenty two twenty four at three seven zero
1234:25	38R	delta twenty two twenty four boston center good morning *(cleared) direct to uh gardner
1234:30	DAL2224	direct to gardner twenty two twenty four
1234:43	20RA	sector twenty

1234:44	38RA	yeah that american eleven uh the pilot of the delta thought he was at two nine o
1234:51	20RA	uh huh
1234:52	38RA	but we have no verification of what altitude he is at
1234:53	20RA	okay
1234:54	38RA	alrighty
1234:55	20RA	alright thanks
1234:56	38RA	thanks
1234:57	UNK	(unintelligible)
1235		
1235:21	38R	comair nine forty nine contact boston center one two one point three five
1235:26	COM949	one two one point three five comair nine forty nine
1235:42	COA1530	boston continental fifteen thirty at three three o
1235:45	38R	continental fifteen thirty boston center roger
1236		
1236:47	USA1259	mornin boston u s air twelve fifty nine leaving thirty eight five for three seven o
1236:55	38R	u s air twelve fifty nine boston center roger

1237		
1237:13	38R	november six golf uh you are cleared direct brunswick verify that's your destination
1237:18	N876G	yes sir that's our destination this morning brunswick eight seven six golf *(goin) direct
1237:22	38R	roger
1237:24	38R	november seven six golf contact boston center one two eight point three two
1237:28	N876G	twenty eight thirty two eight seven six golf see you later
1237:47	38R	blue ridge sixty one twenty six contact boston center one two eight point three two
1237:52	BLR6126	twenty eight thirty two now blue ridge sixty one twenty six so long
1237:55	38R	*(goodbye)
1238		
1238:16	38R	delta twenty two twenty four descend and maintain flight level two four zero
1238:21	DAL2224	delta twenty two twenty four leaving three seven zero for three four zero
1239		
1239:02	38R	continental fifteen thirty is cleared direct gardner
1239:05	COA1530	*(direct) gardner continental fifteen thirty

1239:11	DAL1989	boston center good morning deltas nineteen eighty nine three three for three five
1239:16	38R	delta nineteen eighty nine boston center good morning
1239:29	38R	u s air twelve fifty nine is cleared direct gardner
1239:33	USA1259	proceeding direct to gardner u s air twelve fifty nine
1239:40	N895CA	morning boston king air eight nine five charlie alpha (unintelligible)
1239:44	38R	november eight nine five charlie boston center flight level two seven zero your uh transmission is really weak
1239:53	N895CA	how's that
1239:55 1240	38R	that's better *(november) five charlie alpha

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 25, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Bosox Sector, Sector 47, Radar Associate Position for the time period from September 11, 2001, 1213 UTC to September 11, 2001, 1236 UTC.

Agencies Making Transmissions

Boston ARTCC Bosox Sector Radar Position
Commutair Flight 2480
Delta Air Lines Inc. Flight 9930
Northwest Orient Airlines Inc. Flight 206
Bombardier Business Jet Solutions, Inc. (Flexjet) Flight 420
Continental Air Lines Inc. Flight 683
Express Airlines I, Inc. d/b/a Northwest Airlink Flight 5616
Delta Air Lines Inc. Flight 351
Boston ARTCC Bosox Sector Radar Associate Position
Boston ARTCC Athens Sector Radar Associate Position
Washington ARTCC Giant Killer
N3337J
United Air Lines Inc. Flight 175
Delta Air Lines Inc. Flight 2433
New York ARTCC Manta Sector
New York TRACON
Unknown
Delta Air Lines Inc. Flight 1043
New York ARTCC Joboc Sector
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 3915
Delta Air Lines Inc. Flight 1989
New York ARTCC Camrn Sector
Boston TRACON Lincoln Sector
New York ARTCC Kennedy Sector
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 4042
American Airlines Flight 1857

Abbreviations

47R
UCA2480
DAL9930
NWA206
LXJ420
COA683
FLG5616
DAL351
47RA
38RA
ZDC59
N3337J
UAL175
DAL2433
ZNY66
N90
UNK
DAL1043
ZNY65
BTA3915
DAL1989
ZNY67
A90
ZNY56
BTA4042
AAL1857

Agencies Making Transmissions

U S Air Flight 429

AMR American Eagle Flight 892

Abbreviations

USA429

EGF892

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1213		
1213:16	47R	commutair twenty four eighty contact the uh bradley approach one one niner point zero
1213:20	UCA2480	nineteen zero commutair twenty four eighty *(have a) good one
1213:27	47R	delta ninety nine thirty contact boston center one three five point three two
1213:31	DAL9930	delta ninety nine thirty uh one three five three two goodbye
1213:45	47R	northwest two o six descend and maintain one two thousand
1213:47	NWA206	one two twelve thousand northwest two o six
1214		
1214:26	LXJ420	boston center flexjet four twenty is checkin in passing one zero for one four thousand
1214:34	47R	flexjet uh four twenty boston center roger climb and maintain level two three zero direct nelie

1214:40	LXJ420	two three zero direct nelie four twenty
1214:41	47R	continental six eighty three fly heading two seven five to join jet seventy seven
1214:48	COA683	(unintelligible) two seventy five on the heading to join continental six eighty three
1215 1215:05	47R	american eleven boston
1215:21	47R	continental six eighty three contact boston center on one two five point *(five) uh correction one two seven point eight two
1215:28	COA683	two seven eight two continental six eighty three see ya
1215:32	47R	delta ninety nine thirty bostons on one three five point three two
1215:48	FLG5616	hello boston center flagship fifty six sixteen sixty three hundred for one zero ten thousand
1215:52	47R	flagship five six one six boston center roger climb and maintain one six thousand
1215:57	FLG5616	one six sixteen thousand flagship fifty six sixteen
1216:00	47R	northwest two zero six descend and maintain one one thousand contact providence approach one two five point seven five
1216:06	NWA206	twenty five seventy five down to one one eleven thousand northwest two o six see ya

1216:19	47R	flagship fifty six uh sixteen climb and maintain flight level two three zero
1216:23	FLG5616	level two three o flagship fifty six sixteen
1217		
1217:21	47R	flagship fifty six uh sixteen turn right twenty degrees
1217:27	FLG5616	right twenty flagship fifty six sixteen
1217:51	47R	flexjet four twenty contact boston center on one two seven point eight two
1217:58	LXJ420	one two seven point eight two flexjet four twenty so long
1218:02	47R	american eleven do you hear the center
1218:18	47R	flagship thirty six sixteen fly heading three five zero
1218:22	FLG5616	verify uh three five zero heading for flagship fifty six sixteen
1218:25	47R	yeah that's correct
1218:46	DAL351	boston delta three fifty one leaving eight thousand for ten thousand
1218:50	47R	delta three fifty one boston center roger climb and maintain flight level two three zero indicate two five zero knots
1218:55	47RA	forty seven

1218:56	38RA	yeah on american eleven did you go back to boston approach lookin for him
1218:59	47RA	uh no
1219:00	ZDC59	cape giant killer fifty nine line question
1219:01	38RA	could you please
1219:04	47RA	uh i guess it's possible (unintelligible)
1219:13	N3337J	boston thirty three thirty seven juliet descending to one three thousand
1219:16	R47	november three three three seven juliet boston center bradley altimeter three zero zero niner
1219:20	N3337J	zero zero niner
1219:25	UAL175	boston morning uniteds one seventy five *(heavy) heavy is out of eleven seven for one four thousand
1219:30	47R	delta three fifty one turn right thirty degrees leaving one two thousand direct to biggo
1219:38	DAL351	direct turn uh three zero degrees out of twelve thousand direct to biggo delta three fifty one
1219:43	47R	united one seventy five boston center climb and maintain flight level two three zero you're cleared direct biggo

1219:47	UAL175	direct biggo up to two three zero uniteds one seventy five heavy
1220:00	47R	delta three fifty one you can go direct to biggo now *(thanks)
1220:05	DAL351	direct to biggo delta three fifty one
1220:10	47R	delta three fifty one also normal speed
1220:12	DAL351	normal speed delta three fifty one
1220:15	47R	flagship fifty six sixteen cleared direct chester
1220:18	FLG5616	direct chester flag *(seventy) six sixteen
1220:21	47R	november three seven juliet descend and maintain one one thousand
1220:26	N3337J	seven juliet descend to one one thousand
1221		
1221:39	47R	delta three fifty one thanks for the help contact boston center one two seven point eight two
1221:44	DAL351	two seven eight two delta three fifty one
1221:47	47R	flagship five six one six climb and maintain flight level three one zero
1221:51	FLG5616	flight level three one zero flagship fifty six sixteen

1221:59	47R	november three seven juliet contact bradley approach one one niner point zero
1222:04	N3337J	two zero triple three seven juliet good day sir
1222:06	47R	united one seventy five contact boston center one two seven point eight two
1222:11	UAL175	two seven eight two uniteds one seventy five so long
1223 1223:10	DAL2433	boston center delta twenty four thirty three out of eleven point nine for one four thousand
1223:14	47R	delta twenty four thirty three boston center climb and maintain flight level two three zero proceed direct bradley direct carmel
1223:22	DAL2433	delta twenty four thirty three flight level two three zero direct bradley carmel
1224 1224:07	ZNY66	hampton manta thirty nine
1224:14	N90	sardi kennedy nine two line
1224:20	UNK	here he comes (unintelligible)
1224:27	ZNY66	sardi manta six seven point out
1224:39	47R	american eleven boston
1224:42	47R	american eleven if you hear the center ident

1225:00	UNK	(unintelligible) *(you'll) endanger yourself and the airplane just stay quiet
1225:08	UNK	barnes
1226		
1226:07	DAL351	two five five seven delta three fifty one
1226:11	DAL1043	morning boston delta ten forty three twelve three for one four thousand
1226:15	47R	delta twenty four thirty three boston center climb and maintain flight level uh sorry ten forty three delta ten forty three climb and maintain flight level two three zero direct to (unintelligible)
1226:24	LXJ420	one two five five seven flexjet four twenty so long
1226:26	DAL1043	two three zero delta ten forty three
1227:00	47R	flagship (unintelligible) six uh one six contact boston center one three five point three two
1227:07	FLG5616	thirty five thirty two flagship seventy six sixteen we'll see ya
1227:09	47R	united one seventy five you with me
1227:27	UAL175	okay three three four two united one seventy five so long
1227:33	UAL175	boston united uh one seventy five two three o

1227:37	47R	united one seventy five boston center roger climb and maintain flight level three five zero
1227:42	UAL175	up to three five zero we'd like to request three one zero for smooth uniteds one seventy five
1227:59	47R	delta twenty four thirty three proceed direct carmel climb and maintain flight level three one zero
1228:05	DAL2433	delta twenty four thirty three direct carmel climbing to flight level three one zero
1228:32	47R	delta ten forty three climb and maintain flight level three niner zero
1228:35	DAL1043	three niner zero delta ten forty three
1228:44	UAL175	boston uniteds one seventy five i'd like to request three one o if it's approved
1228:48	47R	united one seventy nine you say you want three one o
1228:50	UAL175	sir if it's smooth united one seventy five heavy
1228:53	47R	united one seventy nine maintain uh flight level uh correction there one seventy five maintain level three one zero
1228:58	UAL175	three one zero united one seventy five we'd like to keep that as a final
1229:13	ZNY65	(unintelligible) joboc thirty nine line

1229:23	BTA3915	boston center jet link thirty nine fifteen one two thousand for one four thousand out of turn to two seventy
1229:28	47R	jet link thirty nine fifteen boston center climb and maintain one six thousand you're cleared direct to bradley
1229:33	BTA3915	one six thousand direct bradley jet link thirty nine fifteen
1229:54	DAL1989	boston center good morning deltas nineteen eighty nine heavy with you one three for one four thousand
1230:00	ZNY67	hampton (unintelligible) camrn thirty nine line
1230:01	47R	delta nineteen eighty nine boston center roger climb and maintain flight level three five zero and you're cleared direct chester
1230:06	47RA	lincoln boston uh bosox on the fifty one line
1230:15	ZNY67	hampton camrn thirty nine
1230:17	A90	boston here
1230:18	47RA	hi do me a favor see if you have an american eleven on your frequency if you have him put him on me here at bosox
1230:23	A90	yep---okay i'll try him---(unintelligible)
1230:24	47RA	thank you

1230:30	ZNY56	hampton kennedy thirty nine line
1230:40	UNK	(unintelligible)
1230:46	47R	united one seventy five maintain three one o and contact the boston center on one two five point five seven
1230:48	A90	negative response there bosox
1230:53	UAL175	two five five seven we'll maintain three one o uniteds one seventy five
1231		
1232		
1232:05	47R	jet link forty forty two descend and maintain flight level one eight zero
1232:08	BTA4042	down to one eight zero jet link forty forty two
**	UNK	(unintelligible)
**	BTA4042	wipor at eleven three zero zero niner jet link forty forty two
**	47R	three five zero
**	DAL1989	center delta nineteen eighty nine has that three five zero
**	47RA	(unintelligible) uh he's direct to the albany radials uh point out approved *(mover) two two m o
**	UNK	(unintelligible)

1233:21	47R	forty two cross wipor at one one thousand bradley altimeter three zero zero niner
1233:24	BTA4042	wipor at eleven three zero zero niner jet link forty forty two
1233:32	47R	delta nineteen eighty nine climb and maintain flight level three five zero
1233:35	DAL1989	sir delta nineteen eighty nine has that three five zero
1233:45	AAL1857	boston american uh eighteen fifty seven passing one one thousand for one four thousand
1233:50	47R	american eighteen fifty seven boston center roger climb and maintain flight level three niner zero you're cleared direct to barnes
1233:55	AAL1857	okay uh climbing to three nine zero up to uh direct to barnes american uh eighteen fifty seven
1234:04	UNK	don't try to make any stupid moves
1234:08	USA429	*(hi) boston u s air four twenty nine is out of uh five thousand climbing to one zero thousand direct putnam
1234:17	47R	callin boston say again
1234:18	USA429	u s air four twenty nine good morning out of uh six for one zero thousand

1234:22	47R	u s air four twenty nine boston center climb and maintain one five thousand
1234:25	USA429	one five thousand u s *(airs) four twenty nine
1235 1235:10	EGF892	boston center eagle flight eight ninety two on board ten for twelve
1235:17	47R	eagle eight ninety two boston center *(you're) cleared direct to chester bradley altimeter three zero zero niner
1235:22 1236	EGF892	three zero zero nine direct chester

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.

**Note: The time track on the master reel did not provide a time code for these transmissions.



US Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 25, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Cambridge Sector, Sector 39, Radar Position for the time period from September 11, 2001, 1215 UTC to September 11, 2001, 1238 UTC.

Agencies Making Transmissions

Abbreviations

Boston ARTCC Cambridge Sector Radar Position	39R
Bombardier Business Jet Solutions, Inc. Flight 241	LXJ241
Malaysian Airlines System Flight 90	MAS90
Boston ARTCC Montpelier Sector Radar Position	52R
Air Canada Flight 765	ACA765
American Airlines, Inc. Flight 269	AAL269
Northwest Orient Airlines, Inc. Flight 157	NWA157
Boston ARTCC Boston Sector Radar Position	46R
N701WC	N701WC
United Air Lines, Inc. Flight 505	UAL505
Learjet 860S	N860S
Continental Express/Air Mike Express (Jet Link) Flight 4009	BTA4009
Northwest Orient Airlines, Inc. Flight 197	NWA197
Boston ARTCC Utica Sector Radar Position	09R
American Trans Air, Inc. Flight 6996	AMT6996
Northwest Airlink (Flagship) Flight 5616	FLG5616
Air Canada Flight 829	ACA829
Boston ARTCC Cambridge Sector Radar Position Relieving Controller	39RR
Frontier Airlines, Inc. Flight 417	FFT417

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Eileen E Bull

Eileen E. Bull
Supervisory Air Traffic Assistant
Boston ARTCC

1215:00	39R	(unintelligible) three zero short vector for crossing traffic i'll have on course momentarily
1215:04	LXJ241	zero three zero flexjet two forty one
1216		
1216:20	39R	malaysian niner zero recleared direct albany cross two five miles northeast of albany at flight level two four zero
1216:26	MAS90	ah roger malaysian nine zero heavy cleared direct albany cross two five miles albany two four zero
1216:43	39R	flexjet two forty one we thank you for your help recleared direct to the napee intersection join the plattsburgh two arrival at napee
1216:51	LXJ241	napee uh direct napee flexjet two forty one thank you
1216:55	39R	flexjet two forty one contact boston center one three five point seven
1216:58	LXJ241	thirty five seven good morning sir
1217:00	39R	*(good morning)

1217:23	52R	montpelier plattsburgh override go ahead
1217:25	39R	yeah flexjets direct napee
1217:26	52R	thank you b k
1217:27	39R	(unintelligible)
1217:32	39R	malaysian niner zero contact boston center on one two one point three five
1217:37	MAS90	one two one three five good morning
1217:40	39R	*(morning)
1217:48	39R	air canada seven six five contact boston center one three five point seven
1217:54	ACA765	one three five point seven good day from air canadas seven six five
1218 1218:01	AAL269	boston center good morning american two sixty nine out of one nine zero for two three zero
1218:06	39R	american two sixty nine boston center good morning climb and maintain flight level three five zero
1218:11 1219 1220	AAL269	up to three five zero american two sixty nine

1220:17	NWA157	boston center northwest one fifty seven nineteen and a half for two three zero
1220:21	39R	northwest one fifty seven boston center roger
1220:29	46R	this is uh *(boston)
1220:30	39R	point out northwest one fifty seven
1220:32	46R	northwest one fifty seven is point out approved
1220:34	39R	thank you r t
1220:36	39R	northwest one fifty seven maintain flight level three niner zero
1220:39	NWA157	three niner zero northwest one fifty seven
1220:45	39R	american two sixty nine center
1220:47	AAL269	go ahead sir
1220:49	39R	would you help us get one that uh contact company that got away from us please
1220:53	AAL269	sure we'll give it a shot
1220:55	39R	looking for an american eleven he's a seven six ah currently nordo just west of your position about eighty miles

1221:02	AAL269	american eleven huh
1221:04	39R	yes sir and if you can contact him have him call boston center one three five three two
1221:09	AAL269	one three five three two we'll give it a shot
1221:12	39R	thank you sir
1221:18	39R	november seven zero one whiskey charles contact boston center on one two three point eight seven
1221:23	N701WC	twenty three eighty seven ah seven zero one whiskey charlie so long
1221:26	39R	*(bye)
1221:29	UAL505	boston center united five zero five out of one eight zero for two three zero
1221:33	39R	united five zero five boston center good morning climb and maintain flight level three five zero
1221:39	UAL505	continue climb to flight level three five zero for united five o five any ride reports this morning
1221:44	39R	you might get a little intermittent chop on the climb out ah thirty five should be okay though
1221:48	UAL505	five o five thank you sir

1221:50	39R	american two sixty nine what's your mach number gonna be at cruise
1221:52	AAL269	we're gonna be eight o
1221:54	39R	roger
1221:55	AAL269	you wanna us to try that ah american eleven on this frequency
1222		
1222:01	39R	and american two sixty nine say again
1222:03	AAL269	would you like for us to try the american eleven ah the norad on this frequency as well
1222:09	39R	ah no he was never on this frequency he was on the sector south of me
1222:12	AAL269	okay thanks
1222:45	N860S	boston learjet eight six zero sierra any chance direct buffalo
1222:52	39R	calling center was that eight six zero sierra
1222:55	N860S	*(yes sir) eight six zero sierra (unintelligible) direct buffalo
1222:57	39R	november eight six zero sierra standby
1223		
1223:22	39R	american two sixty nine center

1223:23	AAL269	go ahead sir
1223:27	39R	there may be some kind of an electrical problem with your company flight now we're only---we lost his transponder out there
1223:32	AAL269	okay we just sent a message to company and will see what they have to say
1223:36	39R	alright he's currently overhead albany v o r
1223:39	AAL269	okay
1223:42	BTA4009	jet link four thousand and nine is with you two six zero
1223:48	39R	jet link four thousand and nine boston center roger
1224		
1224:04	NWA197	morning center northwest one ninety seven flight leveling two three zero
1224: 09	39R	northwest one ninety seven boston center roger
1224:15	NWA197	any chance higher
1224:18	39R	northwest one ninety seven climb and maintain flight level three five zero
1224:24	NWA197	three five o northwest one ninety seven
1225		
1225:19	09R	nine

1225:21	39R	nine i i ah forced a data block american eleven up on your p v d
1225:25	09R	right we're all trying to figure out what the heck's goin on hah
1225:26	39R	yeah know what the what the deal is with him
1225:28	09R	i hear he's nordo he's got no transponder and nobody knows where he's goin
1225:32	39R	right
1225:33	09R	(unintelligible)
1225:35	39R	there you go
1225:36	09R	so i guess i can't say ah---unable point out it huh it doesn't work that way
1225:38	39R	no sir
1225:40	09R	do we know altitude he's really out of
1225:42	39R	the mode c ah was trackin level at twenty nine before we lost the transponder so we assume twenty nine but you never know
1225:46	09R	i wonder if he's goin to syracuse then
1225:49	39R	no he should be over hancock though

1225:51	09R	yeah but if if somethin happened and he's going somewhere you know what i mean
1225:54	39R	i hear yah
1225:55	09R	but alright
1225:56	39R	thank you
1225:58	09R	he's at twenty nine alright thanks
1225:58	39R	*(thanks)
1226		
1226:09	39R	jet link four zero zero nine descend and maintain flight level two four zero
1226:13	BTA4009	descend and maintain two four zero jet link four thousand and nine
1227		
1227:23	39R	northwest one ninety seven fly straight ahead radar vectors for traffic nordo traffic
1227:28	NWA197	straight ahead northwest one ninety seven
1228		
1228:02	39R	jet link four thousand and nine fly heading one six zero vectors for nordo aircraft
1228:08	BTA4009	one six zero jet link four thousand and nine

1228:48	39R	northwest one ninety seven cleared direct syracuse rest of route unchanged
1228:53	NWA197	direct syracuse northwest one ninety seven
1228:57	39R	american two sixty nine you may cease your attempts on contacting company
1229		
1229:01	AAL269	you get a hold of him
1229:02	39R	ah can't talk about it
1229:05	AAL269	roger
1229:06	39R	jet link four thousand and nine contact boston center one two one three five
1229:11	BTA4009	one two one three five jet link four thousand and nine
1229:13	39R	northwest one ninety seven maintain flight level three one zero
1229:16	NWA197	three one zero northwest one ninety seven
1229:22	AMT6996	boston amtran sixty nine ninety six three three zero
1229:25	39R	amtran sixty nine ninety six boston center roger
1229:30	39R	november eight six zero sierra contact boston center on one two three point eight seven

1229:34 1230 1231	N860S	two three point eight seven six zero sierra
1231:41	FLG5616	hello boston center flagship fifty six sixteen twenty four point eight for flight level three one zero
1231:47	39R	flagship fifty six sixteen boston center roger
1231:55	39R	northwest one ninety seven traffic eleven o'clock two miles eastbound three three o next sector will have higher when you're clear
1232:01	NWA197	got him in sight northwest one ninety seven
1232:03	39R	amtran sixty nine ninety six traffic passing below you ah two thousand feet westbound
1232:08	AMT6996	(unintelligible) nine ninety six
1232:10	39R	northwest one ninety seven boston center one two three point eight seven
1232:13	NWA197	twenty three eighty seven northwest one ninety seven
1232:17	ACA829	air canadas ah eight twenty nine two three zero
1232:29	ACA829	center air canada eight twenty nine at two three zero
1232:32	39R	air canada eight twenty nine boston center roger

1232:35	39R	air canada eight twenty nine climb and maintain flight level three niner zero
1232:40	ACA829	air canada eight twenty nine cleared to three nine zero
1232:48	39R	position relief briefing---status information area is up there--- darc maps right here---special activity you know about this american flight i had company cease his attempts at contacting him i figured that would just cause problems there's a thirty five westbound thirty three eastbound watch him with him he's climbing up gonna do mach point eight o just watchin the speeds in case you needed to assign somthin here he's doin eight o i'm sorry i'm gonna pull him back with a hook if i needed flagship climbing ah to thirty one
1233		
1233:22	39RR	okay
1233:25	39R	blinkin goin to thirty nine pointout event eventually landing lebanon
1233:28	39RR	okay
1234		
1234:59	FFT417	boston center good morning frontier four seventeen climbing one eight o for two three o
1235:08	39R	frontier four seventeen boston center roger climb and maintain flight level three five zero
1235:14	FFT417	okay up to three five o frontier four seventeen
1235:17	39R	united five o five what are you going to cruise up for mach number

1235:19	UAL505	seven eight united five o five
1235:21	39R	*(okay)
1236		
1236:43	39R	united five zero five contact boston center one two three point eight seven
1236:48	UAL505	twenty three eighty seven for boston united five zero five
1237		
1237:29	39R	frontier uh four seventeen what's your rate of climb
1237:33	FFT417	right now uh fifteen hundred feet a minute
1237:36	39R	*(okay)
1237:38	ACA829	center air canadas eight twenty nine
1237:41	39R	air canada eight twenty nine go ahead
1237:42	ACA829	any ride reports uh up high
1237:44	39R	its uh pretty decent to the best of my knowledge
1237:47	ACA829	thanks very much
1237:49	39R	amtran sixty nine ninety six descend and maintain flight level two four zero
1237:53	AMT6996	three three zero for two four zero amtran sixty nine ninety six

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AAL11

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1237:59 39R northwest
1238

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: February 15, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Gardner Sector, Sector 36, Radar Position for the time period from September 11, 2001, 1218 UTC to September 11, 2001, 1230 UTC.

Agencies Making Transmissions

Abbreviations

Northwest Orient Airlines Inc. Flight 348
Boston ARTCC Gardner Sector Radar Position
N26JP
Commatair Flight 2480
Boston ARTCC Albany Sector Radar Position
Commatair Flight 2433
Cessna N2771J
Boston ARTCC Gardner Sector Radar Position Relieving Controller
N64W
N3337J
Pennsylvania Commuter Airlines, Inc. Flight 3899

NWA348
36R
N26JP
UCA2480
22R
UCA2433
N2771J
36RR
N64W
N3337J
ALO3899

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Eileen E. Bull
Supervisory Air Traffic Assistant
Boston ARTCC

1218

1218:12 NWA348 boston good morning northwest three forty eight two six three
for two four zero

1218:19	36R	northwest three forty eight bronc at one one thousand no speed restriction and the altimeters three zero zero six
1218:25	NWA348	bronc one one eleven thousand no speed restriction northwest three forty eight
1218:30	36R	november two six juliet pop contact manchester approach one three four point seven five
1218:35	N26JP	thirty four seventy five six juliet pop good day
1218:39	36R	*(good day)
1219		
1220		
1220:14	UCA2480	boston commutair twenty four eighty at niner thousand
1220:18	36R	commutair twenty four eighty altimeter boston two zero zero six
1220:21	UCA2480	three zero zero six thanks
1221		
1221:33	36R	commutair twenty four eighty descend and maintain five thousand
1221:37	UCA2480	five thousand twenty four eighty
1222		
1223		
1223:16	36R	you first go ahead this is ah gardner
1223:20	22R	twenty two point out there northeast of cambridge sixty three alpha commutair
1223:23	36R	commutair sixty three alpha point out approved

1223:25	22R	w e
1223:40	36R	american eleven if you read boston center on guard uh one two one point five ident
1224		
1224:02	UCA2433	morning boston commutair twenty four thirty three is one three thirteen thousand
1224:09	36R	american eleven boston center on one two one point fi one two one point five do you read
1224:16	36R	american eleven boston center
1224:23	36R	commutair twenty four thirty three boston center altimeter three zero zero six
1224:29	UCA2433	zero six thanks
1225		
1225:03	N2771J	boston center cessna two seven seven one juliet
1225:12	36RR	november two seven seven one juliet go ahead
1225.16	N2771J	two seven seven one juliet is level at five thousand five and ah v f r to um nashua new hampshire squawking four six four one
1225:24	36RR	roger
1225.26	36R	november six four whiskey traffic twelve o'clock three miles opposite at sixty five hundred
1225:32	N64W	six four *(four) whiskey we're looking for him

1225:35	36R	jim the same old thing's happen here again he's on you you heard him call ya he's looking for him he's on ya ship him sign in
1225:39	36RR	okay
1225:50	N64W	four whiskey in sight
1225:52	36R	roger
1226 1226:01	36R	northwest three forty eight contact boston approach one one eight point two five
1226:06	NWA348	one one eight two five northwest three forty eight good day
1226:10	36R	so long commutair twenty four eighty contact manchester approach one three four point seven five
1226:14	UCA2480	thirty four seventy five so long twenty four eighty
1227 1228 1228:48	N3337J	boston center thirty three thirty seven juliet is with you descending to five thousand
1228:54	36R	november three three seven juliet boston center roger
1229 1229:01	22R	hello
1229:02	36R	gardner
1229:03	22R	uh bye

1229:09 ALO3899 center allegheny thirty eight ninety nine one seven thousand
good morning

1229:11 36R allegheny thirty eight ninety nine boston center good morning
1230

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Rockdale Sector, Sector 10, Radar Associate Position for the time period from September 11, 2001, 1219 UTC to September 11, 2001, 1238 UTC.

Agencies Making Transmissions

Abbreviations

Delta Air Lines, Inc. Flight 2031	DAL2031
Boston ARTCC Rockdale Sector Radar Position	10R
New York ARTCC Kennedy Sector	ZNY56
Unknown	UNK
Boston ARTCC Athens Sector Radar Position	38R
Boston ARTCC Rockdale Sector Radar Associate Position	10RA
N550VW	N550VW
Cleveland ARTCC Genesee Sector	ZOB37
United Air Lines Inc. Flight 594	UAL594
Continental Air Lines Inc. Flight 1530	COA1530
Delta Air Lines, Inc. Flight 2224	DAL2224
Delta Air Lines, Inc. Flight 358	DAL358
Comair, Inc. Flight 949	COM949
American Trans Air, Inc. (Amtran) Flight 6996	AMT6996
N981AR	N981AR
Delta Air Lines, Inc. Flight 9930	DAL9930
Boston ARTCC Athens Sector Radar Associate Position	38RA
Boston ARTCC De Lancey Sector Radar Position	24R
New York ARTCC Lake Henry Sector	ZNY51
U S Air Flight 1259	USA1259
New York ARTCC Elmira Sector	ZNY34
Air Canada Flight 702	ACA702
Cleveland ARTCC Niagara Sector	ZOB38
Lear N90MC	N90MC

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1219

1219:10 DAL2031 boston delta twenty thirty one three seven o

1219:12 10R delta twenty thirty one boston center roger

1219:45 ZNY56 danbury kennedy thirty speeds

1220

1220:05 UNK you know what um yeah that will be great i'll let you know thanks

1220:11 38R yes---athens sector

1220:13 10RA hi athens uh this is uh ten zero whiskey victor he's gettin victor whiskey rather he's got to go down

1220:19 38R your control

1220:20 10RA he is

1220:21 38R yeah your control

1220:22 10RA alright

1220:25	10R	november five five zero victor whiskey boston center roger amend the altitude---uh i've got to start you right back down here descend and maintain flight level two eight zero please they're going to have to uh new york center is going to want you really really low here past de lancey
1220:37	N550VW	two eight zero (unintelligible) victor whiskey
1221		
1221:04	ZOB37	hey rockdale this is uh genesseo on (unintelligible)
1221:18	UNK	(unintelligible)
1221:45	10R	delta twenty thirty one proceed direct to swede descend and maintain flight level two eight zero
1221:50	DAL2031	direct swede down to flight level two eight o for delta twenty thirty one
1221:55	10R	five five zero victor whiskey contact boston center on one two six point four seven so long
1222:00	N550VW	twenty six twenty seven five fifty victor whiskey
1222:32	UAL594	boston center united five ninety four leveling at two eight o
1222:37	10R	united five ninety four boston center roger you can switch right over to boston center one two six four seven so long
1222:43	UAL594	(unintelligible) twenty six forty seven united five ninety four

1222:47	10R	delta twenty thirty one contact boston center one two six point four seven so long
1222:52	DAL2031	two six four seven delta twenty thirty one good day
1223		
1223:12	COA1530	morning boston center continental fifteen thirty at three three o
1223:16	10R	continental fifteen thirty boston roger
1223:21	10R	comair four ninety four proceed directly to ponee rest of route unchanged
1223:29	10R	comair four ninety correction uh comair nine forty nine nine forty nine proceed direct to ponee rest of route unchanged
1223:39	DAL2224	boston center good morning delta twenty two twenty four at three seven zero
1223:44	10R	delta twenty two twenty four boston center roger
1223:47	10R	comair nine forty nine boston
1224		
1224:23	38R	athens
1224:25	10RA	athens this is rockdale couple things point out northwest of rockdale is amtram nine eighty six
1224:31	38R	point out approved

1224:32	10RA	hey also are you trying to get through to company on the american or anything
1224:35	38R	we're trying everything here
1224:37	10RA	does he really got no transponder screw up or what
1224:38	38R	it appears that way
1224:39	10RA	no kidding alright
1224:52	10R	delta three fifty eight contact new york center one three two point one seven so long
1224:58	DAL358	thirty two seventeen delta three fifty eight good morning
1225		
1225:53	ZOB37	here comes rockdale
1225:58	COM949	boston center comair nine forty nine level two niner zero
1226:05	10R	(unintelligible) comair nine forty nine boston center proceed direct to ponee rest of route unchanged
1226:09	COM949	direct ponee comair nine forty nine
1227		
1227:19	10R	amtran sixty nine uh ninety six turn uh---thirty degrees to the left
1227:25	AMT6996	thirty left amtran sixty nine ninety six

1228		
1228:01	10R	continental fifteen thirty fly heading of uh zero six zero short vector for spacing
1228:07	COA1530	zero six zero continental fifteen thirty
1228:12	N981AR	boston nine eight one alpha romeo is with you two nine o
1228:18	10R	comair sixty nine ninety six proceed directly two uh parso again direct parso contact boston center one two eight three two twenty eight thirty two
1228:31	10R	amtran sixty nine ninety six direct parso boston center one two eight three two
1228:38	AMT6996	okay one two eight point three (unintelligible) direct parso amtran sixty nine ninety six
1228:48	N981AR	nine eight one alpha romeo is with you two nine o
1228:52	10R	november nine eight one alpha romeo boston center roger
1229		
1229:18	DAL9930	center delta ninety nine thirty at three five zero
1229:21	10R	delta ninety nine
1229:22	38RA	(unintelligible) he's been broadcast (unintelligible) we tried over uh airinc we tried company we tried guard he's not responding to anyone
1229:29	24R	okay

1229:30	38RA	okay
1229:30	24R	thanks
1229:31	38RA	thanks
1229:32	10RA	hey shirley
1229:33	38RA	yeah
1229:33	10RA	it seems we don't know what altitude he's actually at with no transponder comair nine forty nine you can just vector him your control for vectors just to keep away from the guy
1229:40	38RA	i'll tell you what (unintelligible)
1229:41	10RA	(unintelligible) turn him to a zero seven zero heading right now
1229:43	38R	okay
1229:44	10RA	and he'll be your control back on course reference the american we got another guy coming up
1229:48	24R	shirley hang up twenty four get out of my head shirley
1229:50	38RA	okay
1229:52	10RA	shirley

1229:53	38RA	yeah (unintelligible)
1229:54	10RA	so anyone at twenty nine we give you just control to vector to avoid him
1229:57	38RA	okay very good thanks
1229:58	10R	(unintelligible) deal with it so (unintelligible)
1230:00	10RA	who ya callin
1230:01	UNK	uh rockdale
1230:01	10RA	yeah
1230:02	UNK	uh handoff u s air twelve fifty nine
1230:03	UNK	hancock thirty one line
1230:04	10RA	u s air twelve fifty nines radar (unintelligible) uh (unintelligible) american---well i'll let *(the) supervisor tell you we don't know what's going over here *(with) some guy
1230:09	UNK	yeah i i've got some strange (unintelligible) alright
1230:10	10RA	alright
1230:11	UNK	thanks b k

1230:12	10R	frequency with him also he's heading southbound he's off about your two oclock position at fifteen miles i have no idea what altitude he's at his last clearance was two nine zero so he should be below ya you can look out about your two oclock position there at fifteen miles and keep an eye out for a seven sixty seven and can let me know if you see him out there
1230:25	ZNY51	hancock seventy one lake henry
1230:31	DAL9930	will do delta ninety nine thirty
1230:34	10R	roger you should and his present vector present heading he's goin to pass behind you by about uh eight miles i just want you to make sure that if uh he's at your altitude that ya have a good view on him
1230:44	DAL9930	ninety nine thirty thanks
1230:51	UNK	rockdale ninety seven
1230:51	10R	continental fifteen thirty proceed
1230:53	10RA	rockdale
1230:55	UNK	i'm i'm working uh five ten sierra delta goes to new bedford--- he's requesting memms hancock teddy two can you do that or do you want him up over albany
1231:05	10RA	where's he goin now
1231:07	UNK	e w b---disregard

1231:12	10RA	he can go uh ponee bradley teddy two
1231:17	UNK	ponee bradley teddy two
1231:19	10RA	yeah
1231:20	UNK	alright thanks
1231:20	10RA	alright
1231:21	10R	ninety nine thirty previously issued traffic out there off about your uh four oclock position now four or five oclock position about eight miles
1231:28	DAL9930	got traffic in sight delta ninety nine thirty
1231:30	10R	roger any idea about what altitude he's at
1231:33	DAL9930	yeah probably two nine o it looks like he is below us uh yeah by good five six thousand feet
1231:39	10R	roger thank you
1231:42	10R	comair nine forty nine proceed direct to ponee
1231:45	COM949	direct ponee comair nine forty nine
1231:49	USA1259	u s air twelve fifty nine four one o

1231:51	10R	november nine eight one alpha romeo fly your present
1231:56	38RA	uh uh go ahead ten
1231:58	10RA	hi comair nine forty nine is goin direct ponee now the delta ninety nine thirty thought that the american looked like he was around twenty nine
1232:04	38RA	okay
1232:05	10RA	he thinks the altitude looks about good so the comair is going direct ponee now your control for turns
1232:07	38RA	okay appreciate it thank you
1232:09	ZNY51	(unintelligible) hancock thirty one lake henry
1232:10	10R	correction comair nine forty nine nine forty nine direct ponee and contact boston center one thirty five thirty two so long
1232:17	COM949	direct ponee and thirty five thirty two comair nine forty nine
1232:23	USA1259	good morning boston u s air twelve fifty nine four one o
1232:24	ZNY34	rockdale thirty line elmira
1232:29	10R	u s air twelve fifty nine boston center roger
1232:29	UNK	rockdale (unintelligible)

1232:40	10R	november nine eight one alpha romeo routing when you're ready to copy
1232:45	N981AR	go ahead sir
1232:46	10R	nine eight one alpha romeo proceed direct to boston that's bravo oscar sierra b o s then direct to marconi which is lima foxtrot victor---and uh after that direct hyannis
1233:00	N981AR	okay direct boston direct lima foxtrot victor direct hyannis is that correct sir
1233:06	10R	that is correct sir
1233:07	N981AR	thank you
1233:25	10R	air canada seven zero two contact boston center on one two six point four seven twenty six forty seven
1233:33	ACA702	twenty six forty seven air canada seven o two
1233:53	10R	delta twenty two twenty four proceed direct to gardner contact boston center one thirty five thirty two so long
1234:00	DAL2224	twenty two twenty four direct gardner and uh three five three two was it
1234:04	10R	affirmative thirty five thirty two so long
1234:06	DAL2224	good day

1234:16	10R	u s air twelve fifty nine descend and maintain flight level three seven zero
1234:20	USA1259	leaving four one o for three seven o u s air twelve fifty nine
1234:53	ZOB38	rockdale niagara ninety seven line
1235		
1235:03	ZOB38	rockdale niagara ninety seven line
1235:05	ZOB38	(unintelligible)
1235:31	10R	continental fifteen thirty contact boston center on one three five point three two thirty five thirty two
1235:37	COA1530	thirty five thirty two continental fifteen thirty good day
1235:40	10R	so long
1236		
1236:09	UNK	(unintelligible)
1236:21	ZOB38	rockdale niagara ninety seven line
1236:25	UNK	rock
1236:28	UNK	rock
1236:29	UNK	rock

1236:30	ZOB38	yes niagara we're tryin to put in the uh aircraft (unintelligible) with the uh sierra delta direct to ponee and then bradley---is it p o n e e
1236:37	10RA	yes
1236:38	ZOB38	okay we're tryin that and it's not taking
1236:40	10RA	you know what
1236:43	ZOB38	(unintelligible) put albany then ponee two then bradley or
1236:43	10RA	put him in over albany teddy two and i'll just write down i'll just coordinate that he's direct ponee
1236:47	ZOB38	okay
1236:48	10RA	alright thank you
1236:50	ZNY51	hancock thirty one lake henry
1236:52	N90MC	uh good morning boston lear ninety mike charlie level four one o
1237 1237:06	UNK	two seventy three good
1237:19	N90MC	uh good morning uh boston lear ninety mike charlie level four one o
1237:26	10R	u s air eleven thirty boston roger

1237:44 N90MC uh good morning boston uh lear ninety mike charlie level four
one o

1237:56 10R (unintelligible) i'm sorry who was callin boston

1237:58 N90MC that's the lear ninety mike
1238

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Utica Sector, Sector 09, Radar Position for the time period from September 11, 2001, 1220 UTC to September 11, 2001, 1236 UTC.

Agencies Making Transmissions

Unknown
Cleveland ARTCC Genesee Sector
Falcon N701WC
Boston ARTCC Utica Sector Radar Position
Air Canada Flight 312
Air Georgian Flight 991
United Airlines, Inc. Flight 507
Boston ARTCC Cambridge Sector Radar Position
American Airlines Inc. Flight 1757
Boston ARTCC Athens Sector Radar Associate Position
Learjet N860S
Montreal Centre Granby Sector
King Air N1509G
Montreal Centre Montreal Sector
Northwest Orient Airlines, Inc. Flight 197
Cleveland ARTCC Niagara Sector

Abbreviations

UNK
ZOB37
N701WC
09R
ACA312
GGN991
UAL507
39R
AAL1757
38RA
N860S
ZULG
N1509G
ZULM
NWA197
ZOB38

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Robert K. Jones
Support Specialist, Quality Assurance
Boston ARTCC

1220		
1220:06	UNK	you what um yeah that'll be great i'll let you know thanks
1221		
1221:06	ZOB37	hey rockdale this is geneseo on the nine (unintelligible)
1221:19	UNK	(unintelligible)
1221:36	N701WC	morning boston falcon seven zero one whiskey charlie thirty seven point seven climbing to three niner zero
1221:42	09R	seven zero one whiskey charlie boston center good morning
1222		
1222:20	ACA312	boston center air canada three one two with you twenty three four for three one o
1222:23	09R	air canada three twelve boston center roger
1222:28	09R	georgian nine nine one contact cleveland center one two seven point four seven
1222:32	GGN991	one two seven point four seven for georgian nine nine one good day
1223		
1224		
1224:17	09R	air canada three twelve amended the altitude maintain flight level two eight zero for a final
1224:21	ACA312	two eight zero air canada three one two
1224:25	09R	united five zero seven contact cleveland center one two zero point six two

1224:30	UAL507	one two zero six two united ah five zero seven good morning
1224:34	09R	good morning
1225		
1225:19	09R	nine
1225:21	39R	nine i i ah forced a data block american eleven up on your p v d
1225:25	09R	right we're all trying to figure out what the heck's goin on hah
1225:26	39R	yeah know what the what the deal is with him
1225:28	09R	i hear he's nordo he's got no transponder and nobody knows where he's goin
1225:32	39R	right
1225:33	09R	(unintelligible)
1225:35	39R	there you go
1225:36	09R	so i guess i can't say ah---unable point out it huh it doesn't work that way
1225:38	39R	no sir
1225:40	09R	do we know altitude he's really out of

1225:42	39R	the mode c ah was trackin level at twenty nine before we lost the transponder so we assume twenty nine but you never know
1225:46	09R	i wonder if he's goin to syracuse then
1225:49	39R	no he should be over hancock though
1225:51	09R	yeah but if if somethin happened and he's going somewhere you know what i mean
1225:54	39R	i hear yah
1225:55	09R	but alright
1225:56	39R	thank you
1225:58	09R	he's at twenty nine alright
1225:58	39R	thanks
1226		
1226:17	AAL1757	boston american seventeen fifty seven
1226:19	09R	american seventeen fifty seven go ahead
1226:23	AAL1757	is there any chance we can get uh direct flint this morning
1226:25	09R	uh not right now no go ahead thirty eight

1226:28	38RA	yeah american eleven uh we suspect there's someone in the cockpit that's taken over we have just put him in direct watertown jamestown last we knew he was on present heading cleared to flight level two nine zero no one is talking to him airinc has been called we broadcasted on guard we tried through company
1226:43	09R	okay thanks
1226:45	38RA	and two nine zero is not verified
1226:46	09R	okay thanks
1226:48	38RA	you're welcome
1226:50	09R	(unintelligible)
1227		
1227:39	09R	because he was just headin that way yes
1227:41	38RA	yeah we've taken the american back because he appears to have turned
1227:44	09R	yep thanks
1228		
1228:17	09R	american seventeen fifty seven can i get you to do me a favor
1228:27	AAL1757	go ahead for seventeen fifty seven
1228:30	09R	american seven fifty seven can you just go through company to try to reach american eleven for me and if you can get him just have him contact boston on this frequency

1228:37	AAL1757	we'll give it a shot american eleven
1229		
1229:50	09R	air canada three twelve descend and maintain flight level two six zero
1229:54	ACA312	two six zero air canada three twelve
1229:56	09R	american seventeen fifty seven cleared direct london contact cleveland center on one two zero point six two
1230		
1230:02	AAL1757	twenty sixty two direct london american seventeen fifty seven and we're working on american eleven for you
1230:18	N860S	morning boston center learjet eight six zero sierra with you flight level three nine zero
1230:34	N860S	morning boston center learjet eight six zero sierra with you flight level three niner zero
1230:43	09R	eight six zero sierra boston center roger
1230:52	UNK	rockdale ninety seven this is
1231		
1231:14	ZULG	surry granby seventy one point out
1231:47	N1509G	boston good morning king air one five zero nine golf out of eight for six direct to the massena airport
1231:53	09R	one five zero niner golf boston center are you expecting a visual

1231:56	N1509G	yeah we were hoping on it
1231:59	09R	o k
1232		
1232:08	ZULM	montpelier montreal eighty one line handoff
1232:19	NWA197	boston northwest one ninety seven at three one zero
1232:22	09R	northwest one ninety seven boston center roger
1233		
1233:13	09R	air canada three twelve contact boston center one two six point four seven
1233:19	ACA312	one two six four seven air canada three one two
1234		
1234:52	ZOB38	rockdale niagara ninety seven line
1234:56	N1509G	and boston one five zero nine golf would ah like lower when able
1234:59	09R	one five zero nine golf descend and maintain five thousand
1235:02	ZOB38	rockdale niagara ninety seven line
1235:04	N1509G	right down to five thousand zero niner golf
1235:12	09R	one five zero nine golf the only notam on it is that the ah the massena ceilings are unreliable on their weather reporting i believe

1235:21	N1509G	yeah that's what ah there's a pretty good cloud deck but ah i think there's enough breaks in it that ah can you get us down to three thousand feet
1235:28	09R	yeah i just needed you to cross the line november zero nine golf descend and maintain three thousand
1235:34	N1509G	yeah i think that'll work three thousand if not we'll plan on going out to the v o r doin the v o r but i think this will work we're out of ah five point five for three thousand zero nine golf
1235:43	09R	roger northwest one ninety seven climb and maintain flight level three five zero
1235:45 1236	NWA197	three five zero northwest one ninety seven

End of Transcript



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Albany Sector, Sector 22, Radar Position for the time period from September 11, 2001, 1222 UTC to September 11, 2001, 1235 UTC.

Agencies Making Transmissions

Boston ARTCC Albany Sector Radar Position
U S Air Flight 583
Commatair Flight 663A
Boston ARTCC Gardner Sector Radar Position
Commatair Flight 2603
Malaysian Airlines System Flight 90
Commatair Flight 2433
Northwest Orient Airlines Inc. Flight 197
Continental Express/Air Mike Express (Jet Link) Flight 4122
Pennsylvania Commuter Airlines, Inc. Flight 3872
Boston ARTCC Kingston Sector Radar Position
Boston ARTCC Boston Sector Radar Position
Delta Air Lines, Inc. Flight 2031
Continental Express/Air Mike Express (Jet Link) Flight 4042
Boston ARTCC Athens Sector Radar Position
Northwest Airlink (Flagship) Flight 5616
Boston ARTCC Cambridge Sector Radar Associate Position
Continental Air Lines Inc. Flight 389
N3337J
Unknown
Boston ARTCC Boston Sector Radar Position
Continental Express/Air Mike Express (Jet Link) Flight 4009
Continental Express/Air Mike Express (Jet Link) Flight 4280
Boston ARTCC Gardner Sector Radar Associate Position
Pennsylvania Commuter Airlines, Inc. Flight 3586

Abbreviations

22R
USA583
UCA663A
36R
UCA2603
MAS90
UCA2433
NWA197
BTA4122
ALO3872
20R
47R
DAL2031
BTA4042
38R
FLG5616
39RA
COA389
N3337J
UNK
46R
BTA4009
BTA4280
36RA
ALO3586

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1222:00	22R	two three zero
1222:02	USA583	two three zero on the heading u s air five eighty three
1222:49	22R	commutair uh sixty three alpha uh contact boston center one three four point seven good morning
1222:53	UCA663A	thirty four seven you have a good morning too commuter six *(six) three alpha
1223		
1223:16	36R	(unintelligible) go ahead this is uh gardner
1223:20	22R	twenty two point out there northeast cambridge sixty three uh alpha commuter
1223:23	36R	commutair sixty three alpha point out approved
1223:24	UCA2603	boston center good morning commutair twenty six o three is with ya thru nine thousand ten thousand
1223:25	22R	w e

1223:28	22R	commutair twenty six zero three boston center climb and maintain one one thousand
1223:31	UCA2603	up to one one eleven thousand commutair twenty six zero three
1223:34	22R	and malaysian ninety once again the albany altim at three zero one two you can contact boston center one three two point six five thirty two sixty five
1223:43	MAS90	thirty two sixty five good day
1223:46	22R	commutair twenty four thirty three contact boston center one two three point seven five
1223:51	UCA2433	twenty three seventy five good day twenty four thirty three
1223:54	22R	northwest one ninety seven contact uh boston center one two eight point three two
1223:59	NWA197	twenty eight thirty two northwest one ninety seven good day
1224:02	22R	good day---jet link forty one uh twenty two contact boston center now one three two point six five
1224:07	BTA4122	thirty two sixty five good day jet link forty one twenty two
1224:10	22R	good day
1224:18	UCA2603	*(and) boston center commutair twenty six zero three *(i wanna) go ahead and cancel that i f r and stay with you for v f r advisories to burlington at thirteen thousand five hundred

1224:39	22R	okay calling say again please
1224:42	UCA2603	(unintelligible) commutair twenty six zero three *(i do) want to cancel the i f r and stay with you for v f r advisories to burlington at thirteen five
1224:47	22R	alright commutair twenty six zero three roger maintain v f r
1224:50	UCA2603	v f r twenty six zero three
1225:00	ALO3872	yeah boston uh good morning allegheny thirty eight seventy two we're checking on fourteen thousand
1225:04	22R	allegheny thirty *(eight) seventy two roger commutair correction u s air five eighty three direct pawling
1225:10	USA583	direct pawling u s air five eighty three
1226 1226:33	22R	u s air five eighty three contact boston center one three five point three two bye
1226:38	USA583	one three five point three two u s air five eight three good day
1226:42	22R	commutair twenty six o three boston center now one two zero point three five
1226:46	22R	yeah
1226:46	UCA2603	twenty thirty five commutair twenty six o three good day sir

1226:46	20R	kingston with a handoff---continental three eighty nine---thanks
1226:51	22R	go ahead
1226:53	47R	bosox point out flagship uh fifty six sixteen
1226:56	22R	where's he going over cambridge
1226:57	47R	uh yeah
1226:58	22R	point out approved
1227:00	DAL2031	boston center delta twenty thirty one passing twenty six for eighteen
1227:06	22R	delta twenty thirty one roger
1227:14	BTA4042	forty two go ahead
1227:15	38R	yeah contact boston center one two one point three five sir
1227:18	BTA4042	two one three five jet link forty forty two
1227:21	38R	athens
1227:21	22R	yeah i'm going to turn that jet link to uh *(bradley i'm going to have to) leave him at twenty four for awhile
1227:24	FLG5616	hello boston center flagship (unintelligible)

1227:25	BTA4042	boston center jet link forty forty two is with ya two four o
1227:25	38R	uh you gonna leave him at twenty four---you watchin the flagship just started flashing with him
1227:26	22R	yeah---yeah but i gotta one *(stop) them at twenty three also going northbound
1227:32	38R	alright (unintelligible)
1227:33	22R	alright
1227:37	22R	yes sir
1227:38	39RA	uh thirty eight point out the american eleven you see him out there
1227:42	22R	uh
1227:43	39RA	west of albany
1227:44	22R	west yeah yeah
1227:45	BTA4042	boston jet link forty forty two with you two four zero
1227:45	39RA	okay he's makin a left turn nobody's talkin to him he's a primary target only he might be landing albany so you gotta clear the airspace
1227:50	22R	alright

1227:51	39RA	and do you have any special requests for jet link four zero zero niner
1227:55	COA389	boston continental three eighty nine two three o
1227:56	22R	no---uh yeah put him on a one uh---sixty heading
1228:01	39RA	one six zero heading for the jet link four zero zero niner
1228:03	22R	thank you
1228:04	39RA	alright
1228:05	22R	jet link forty forty two uh proceed direct to uh bradley
1228:08	BTA4042	direct to bradley jet link forty forty two
1228:12	COA389	boston continental three eighty nine at two three zero
1228:15	22R	continental thirty nine boston center roger
1228:23	22R	delta twenty thirty one contact boston center now on one three two point six five
1228:28	DAL2031	three two six five delta twenty thirty one
1228:49	N3337J	*(thirty) seven juliets with ya descending five thousand
1228:53	36R	november three three seven uh juliet boston center roger

1229:00	22R	hello
1229:02	36R	gardner
1229:03	22R	uh bye
1229:07	UNK	(unintelligible)
1229:09	22R	hello
1229:10	46R	go ahead
1229:11	22R	yeah point out there northwest of bradley jet link forty forty two be a few minutes so i can get em down
1229:15	46R	point out approved z p
1229:16	22R	w e
1229:18	22R	okay continental three eighty nine turn left forty degrees
1229:22	COA389	turn left how many degrees
1229:23	22R	four zero
1229:25	COA389	i stepped on ya say it again
1229:27	22R	four zero forty

1229:29	COA389	forty degrees okay uh continental three eighty nine
1229:32	BTA4009	yeah jet link four thousand nines on board two four zero
1229:34	22R	twenty four thousand and nine roger descend and maintain one seven thousand no delay in the descent the albany altimeter three zero one two
1229:40	BTA4009	no delay down down to one seven thousand jet link four thousand and nine
1229:48	47R	this is uh bosox
1229:49	22R	yeah that jet link forty forty two is coming in a little high (unintelligible) traffic thank you
1229:51	47R	that's fine (unintelligible)
1229:53	22R	jet link forty forty two descend and maintain flight level one niner zero
1229:57	BTA4042	(unintelligible) maintain one nine zero jet link forty forty two
1230:00	22R	jet link forty forty two boston center now one three three point four two
1230:03	BTA4042	one three three four two jet link forty forty two
1230:06	22R	*(okay cont) jet link forty four thousand and nine direct albany

1230:09	BTA4009	direct albany jet link four thousand nine
1230:21	BTA4280	boston center jet link uh forty two eighty we're cleared (unintelligible) uh manassas right at this time i'm not uh pickin it up i wonder if we can get a heading
1230:36	UNK	(unintelligible)
1230:38	22R	i'm not gonna do it
1230:39	36RA	hey henry
1230:40	22R	yeah
1230:41	36RA	see that see that primary just south of the delta twenty thirty one
1230:43	22R	yeah
1230:44	36RA	see if you can get an altitude out of that delta and see what he's at---if he can gu guestamate it
1230:48	22R	okay i don't have him you'll have to go to sector twe uh twenty one
1230:51	36RA	twenty one
1230:52	22R	yeah
1230:53	36RA	alright

1231

1231:05 BTA4280 and jet link forty *(two) eight we have a uh request

1231:08 22R alright who's that

1231:11 BTA4280 *(it's) jet link forty two eighty we're um cleared to---manassas but uh we can't pick it up right now is there any way we can have a heading

1231:21 22R manassa massena you're lookin good

1231:24 BTA4280 (unintelligible) manassas *(m n)

1231:27 22R alright yep you're lookin good

1231:31 22R you know what i saw tommy regan go out on like uh emergency *(frequency)

1231:51 22R okay continental uh eight uh thirty nine direct manchester

1231:56 COA389 okay was that continental three eighty nine direct manchester

1231:57 22R continental three eighty nine direct manchester

1231:59 COA389 alright *(okay) thanks continental three eighty nine direct manchester

1232

1232:18 22R okay jet link four thousand nine proceed direct talco now

1232:22 BTA4009 talco jet link four thousand and nine

1232:39	BTA4009	(unintelligible) grab the altimeter from you for jet link four thousand and nine
1232:42	22R	four thousand and nine albany altimeter three zero one three
1232:45	BTA4009	one three thank you sir
1233:01	22R	allegHENY thirty eight seventy two proceed direct albany
1233:07	ALO3872	that's direct albany allegHENY thirty eight seventy two
1233:09	22R	alright you know i'm a little uh okay i'll tell you what direct syracuse how is that that's a little better
1233:16	ALO3872	uh direct syracuse allegHENY thirty eight seventy two
1233:19	22R	thank you
1233:22	22R	jet link four thousand and nine contact boston center one three two point six five
1233:27	BTA4009	one three two six five jet link four thousand nine
1233:30	22R	continental three eighty nine descend and maintain flight level one eight zero
1233:34	COA389	descend and maintain flight level one eight zero continental three eighty nine

1233:37 22R uh reason for the turn earlier was because we have a uh---i hate to say runaway aircraft but we had him that he was goin due west but he seemed to be flyin all over the sky no one seemed to know if he's gonna change altitudes or not so that was the reason for the turn

1233:50 COA389 well we appreciate you keepin us clear of him thanks

1233:53 22R roger

1233:54 ALO3586 center allegheny thirty five eighty six checkin in we're out of one five thousand one six thousand

1234
1234:11 22R jet link four jet link forty two eighty contact boston center one two zero point three five

1234:16 BTA4280 twenty thirty five---have a good day

1234:23 ALO3586 and allegheny thirty five eighty six checkin in out of fifteen and a half for one six thousand

1234:27 22R allegheny thirty five eighty six boston center roger (unintelligible)

1234:53 22R continental three eighty nine contact boston center on one uh two three point seven five

1234:59 COA389 two three seven five continental three eighty
1235

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Cambridge Sector, Sector 39, Radar Associate Position for the time period from September 11, 2001, 1222 UTC to September 11, 2001, 1233 UTC.

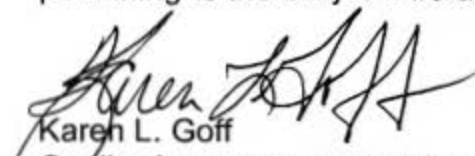
Agencies Making Transmissions

Boston ARTCC Cambridge Sector Radar Position
American Airlines, Inc. Flight 269
Learjet 860S
Continental Express/Air Mike Express (Jet Link) Flight 4009
Northwest Orient Airlines, Inc. Flight 197
Boston ARTCC Albany Radar Position
Boston ARTCC Cambridge Sector Radar Associate Position
Continental Express/Air Mike Express (Jet Link) Flight 4042
Continental Air Lines Inc. Flight 389
American Trans Air, Inc. Flight 6996
Northwest Airlink (Flagship) Flight 5616
Air Canada Flight 829

Abbreviations

39R
AAL269
N860S
BTA4009
NWA197
22R
39RA
BTA4042
COA389
AMT6996
FLG5616
ACA829

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:


Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1222

1222:01

39R

and american two sixty nine say again

1222:03	AAL269	*(would) you like for us to try the american eleven uh the norad on this frequency as well
1222:09	39R	uh no he was never on this frequency sector south of me
1222:12	AAL269	okay thanks
1222:45	N860S	boston learjet eight six zero sierra any chance direct buffalo
1222:52	39R	calling center was that eight six zero sierra
1222:55	N860S	*(yes sir) eight six zero sierra (unintelligible) direct buffalo
1222:57	39R	november eight six zero sierra standby
1223		
1223:22	39R	american two sixty nine center
1223:23	AAL269	go ahead sir
1223:27	39R	*(yeah) there may be some kind of an electrical problem with your company flight now we're only---we lost his transponder out there
1223:32	AAL269	okay we can send a message to company and we'll see what they have to say
1223:36	39R	alright he's currently overhead albany v o r
1223:39	AAL269	okay

1223:42	BTA4009	center jet link four thousand and nine is with you two *(six zero)
1223:48	39R	jet link four thousand nine boston center roger
1224		
1224:04	NWA197	morning center northwest one ninety seven leveling two three zero
1224: 09	39R	northwest one ninety seven boston center roger
1224:15	NWA197	any chance higher
1224:18	39R	northwest one ninety seven climb and maintain flight level three five zero
1224:24	NWA197	three five o northwest one ninety seven
1225		
1226		
1226:09	39R	jet link four zero zero nine descend and maintain flight level two four zero
1226:13	BTA4009	descend and maintain two four zero jet link four thousand nine
1227		
1227:23	39R	northwest one ninety seven fly straight ahead radar vectors for traffic nordo traffic
1227:28	NWA197	straight ahead northwest one ninety seven
1227:37	22R	yes sir
1227:38	39RA	uh thirty eight point out the american eleven you see him out there

1227:42	22R	uh
1227:43	39RA	west of albany
1227:44	22R	west yeah yeah
1227:45	BTA4042	boston jet link forty forty two with you two four zero
1227:45	39RA	okay he's makin a left turn nobody's talkin to him he's a primary target only he might be landing albany so you gotta clear the airspace
1227:50	22R	alright
1227:51	39RA	and do you have any special requests for jet link four zero zero niner
1227:55	COA389	boston continental three eighty nine two three o
1227:56	22R	no---uh yeah put him on a one uh---sixty heading
1228:01	39RA	one six zero heading for the jet link four zero zero niner
1228:03	22R	thank you
1228:04	39RA	alright
1228:05	22R	jet link forty forty two uh

1228:08	BTA4009	one six thousand jet link four thousand and nine
1228:48	39R	northwest one ninety seven cleared direct syracuse rest of route unchanged
1228:53	NWA197	direct syracuse northwest one ninety seven
1228:57	39R	american two sixty nine you may cease your attempts on contacting company
1229		
1229:01	AAL269	did ya get a hold of him
1229:02	39R	ah can't talk about it
1229:05	AAL269	roger
1229:06	39R	jet link four thousand and nine contact boston center one two one three five
1229:11	BTA4009	one two one thirty five jet link four thousand and nine
1229:13	39R	northwest one ninety seven maintain flight level three one zero
1229:16	NWA197	three one zero northwest one ninety seven
1229:22	AMT6996	boston amtran sixty nine ninety six three three zero
1229:25	39R	amtran sixty nine ninety six boston center roger

1229:30	39R	november eight six zero sierra contact boston center on one two three point eight seven
1229:34	N860S	two three point eight seven six zero sierra
1230		
1231		
1231:41	FLG5616	hello boston center flagship fifty six sixteen twenty four point eight for flight level three one zero
1231:47	39R	flagship fifty six sixteen boston center roger
1231:55	39R	northwest one ninety seven traffic eleven o'clock two miles eastbound three three o next sector will have higher when your clear
1232:01	NWA197	got him in sight northwest one ninety seven
1232:03	39R	amtran sixty nine ninety six traffic passing below you uh two thousand feet westbound
1232:08	AMT6996	(unintelligible) nine ninety six
1232:10	39R	northwest one ninety seven boston center one two three point eight seven
1232:13	NWA197	twenty three eighty seven northwest one ninety seven
1232:17	ACA829	air canadas uh eight twenty nine two three zero
1232:29	ACA829	center air canada eight twenty nine at two three zero

1232:32	39R	air canada eight twenty nine boston center roger
1232:35	39R	air canada eight twenty nine climb and maintain flight level three niner zero
1232:40	ACA829	air canada eight twenty nine cleared to three nine zero
1232:48	39R	position relief briefing---status information area is up there--- darc maps right here---special activity you know about this
1233		

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

AAL11
ZBW-ARTCC-148

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 19, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Boston TMU Severe Weather Position for the time period from September 11, 2001, 1222 UTC to September 11, 2001, 1250 UTC.


Agencies Making Transmissions

Command Center East Position
Boston ARTCC TMU Severe Weather Position
New York ARTCC TMU
Cleveland ARTCC TMU
Cape Approach Control Position
Cape Approach Supervisor Position
New York TRACON TMU

Abbreviations

CCEAST
ZBW TMU
ZNY TMU
ZOB TMU
CAPE1
CAPE2
N90

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1222
1223
1224
1225
1226
1227
1227:50 CCEAST command center east tony

1227:53 ZBW TMU hi tony uh good morning uh boston center i got a situation with american one one american eleven--boston departure uh uh l a x--we believe it's a uh possible hijack situation

1228:08 CCEAST okay tell me more

1228:10 ZBW TMU okay uh he departed boston uh we lost radio communication with him and we lost uh his transponder and they believe that they heard in the background something a threat--and right now

1228:24 CCEAST what was that a threat you said

1228:26 ZBW TMU a threat--and right now the uh aircraft is just west of albany going southbound

1228:34 CCEAST okay i see him

1228:35 ZBW TMU and he's at

1228:36 CCEAST nobody's talkin to him right

1228:37 ZBW TMU nobody's talking to him right at this time correct

1228:43 CCEAST okay anything i can do to help you right now

1228:45 ZBW TMU and nope i mean uh just at the time we have no idea where the aircraft is going maybe a head up heads up to new york center

1228:52 CCEAST okay uh well probably some caution might be good if we uh call up cleveland and new york and at least let them know just in case this guy starts heading their way they'll have a heads up on it

1229:00 ZBWTMU right

1229:01 CCEAST okay let's do that

1229:21 ZNYTMU new york center

1229:23 ZBWTMU hi new york boston standby---waitin for cleveland

1229:33 ZOBTMU cleveland

1229:34 ZBWTMU hi cleveland new york boston uh i got a little situation with american one one american eleven---he is a uh seventy sixty seven departed boston going to l a x---uh we don't know where the aircraft is going he uh in uh supposedly going to l a x was uh going westbound we lost his uh frequency then we lost his transponder and now the aircraft is uh just west of albany headin due south

1230:00 ZNYTMU oh my goodness---okay---we had do we have uh the data block on him uh who's got the uh

1230:06 ZBWTMU yeah we we uh it's a primary target presently and uh it's heading southwest bound

1230:11 ZNYTMU okay uh

1230:13 ZBWTMU no altitude encoding right now

1230:14 ZNYTMU i'll i'll advise the area

1230:17 ZBWTMU last altitude uh observed was uh flight level two niner zero

1230:20	ZNYTMU	twenty nine southbound
1230:22	ZBWTMU	heading southwest bound he's like towards uh hancock uh--- right at right around there---he's uh southwest of albany by one five miles
1230:33	ZOBTMU	you have no idea where he's going
1230:35	ZBWTMU	no idea sir
1230:36	ZOBTMU	alrighty
1230:37	CCEAST	you can tag him on the uh t s d i i you should pick him up
1230:39	ZOBTMU	primary only
1230:40	ZBWTMU	primary only
1230:41	ZOBTMU	okay
1230:42	ZBWTMU	okay
1230:43	ZOBTMU	that's good thank you
1231		
1232		
1233		
1234		
1234:30	ZBWTMU	cape tracon cape uh t m u on the forty one
1234:32	CAPE1	cape tracon
1234:33	ZBWTMU	yeah hi uh are you uh able to able to talk to otis on this line

1234:41 CAPE1 um i'm not sure but if i need if you need to get in touch with them i can uh

1234:45 ZBWTMU yeah i got a little situation here

1234:46 CAPE1 seven line i think they're on the seven line

1234:48 ZBWTMU i have a little situation with a uh american eleven

1234:50 CAPE1 what

1234:52 ZBWTMU i have a situation with american eleven

1234:54 CAPE1 you want to talk to otis tower

1234:56 ZBWTMU i want to talk to otis tra i need to scramble some uh fighters

1234:58 CAPE1 alright well hold on a second let me give you the sup---hey timmy pick up on the forty one---something about a scramble i don't know

1235:10 CAPE2 cape approach

1235:11 ZBWTMU hi cape uh dan bueno calling from boston center

1235:13 CAPE2 yes

1235:14 ZBWTMU i have a situation with american eleven a possible hijack

1235:17 CAPE2 american eleven

1235:18 ZBWTMU yes sir departed boston going to l a x right now he's south of albany i'd like to scramble some fighters to go tail him

1235:24 CAPE2 uh okay well we'll talk to otis here

1235:27 ZBWTMU okay and uh just put uh flight uh if he wants just depart and uh we'll flight plan in for him and uh we'll aim him towards uh hampton direct

1235:35 CAPE2 okay i'll talk to these guys over here and see what we can do

1235:37 ZBWTMU okay

1235:38 CAPE2 and uh right now he's on the ground at albany

1235:40 ZBWTMU uh no no no no he's uh right now

1235:42 CAPE2 he's airborne

1235:43 ZBWTMU he's uh airborne about forty to the south of albany primary only

1235:48 CAPE2 uh okay---i'll talk to em right now and who's this here

1235:52 ZBWTMU du dan bueno from boston center t m u

1235:54 CAPE2 dan at t m u okay

1235:56 ZBWTMU alright

1235:57 CAPE2 alright t j

1235:58 ZBWTMU thanks
1236
1237
1238
1239
1240
1240:02 CCEAST command center east tony

1240:03 ZBWTMU hi tony uh command center here i mean um boston center here
can i get new york tracon

1240:08 CCEAST you bet

1240:12 CCEAST still nothing with the uh hijack

1240:13 ZBWTMU yes with american eleven

1240:15 CCEAST say it again

1240:16 ZBWTMU uh reference american eleven

1240:18 CCEAST have you any contact with him yet

1240:20 ZBWTMU uh nope no contact but it is a confirmed uh hijack though

1240:23 CCEAST i

1240:25 ZBWTMU hey tracon hi boston center uh good morning american eleven
uh seven sixty seven possible hijack

1240:34 N90 okay american eleven a seven seven five and uh

1240:36	ZBWTMU	seven six
1240:38	N90	where's he landing
1240:39	ZBWTMU	uh right now we don't have any idea but uh he was to the northwest of albany and now he's uh down by sparta loosing speed very rapidly we believe he's a primary only and uh we believe he's in the descent that's why he's uh he's slowin down
1241:00	N90	i'm just trying to uh and he's around the sparta area now you say
1241:03	ZBWTMU	yeah he's around the sparta area right now
1241:05	N90	wow i just don't see anything uh
1241:07	ZBWTMU	yeah it's a primary target right now
1241:09	N90	yeah i'm looking pretty hard for any kinda primary target it we still should be able to see it and i don't see uh
1241:15	CCEAST	i do have something on the t s d if it gives ya an idea of which way he's headin
1241:19	N90	yeah i'm just lookin at the real raw radar here and i just don't see uh i just don't see anything out there i'll start i'll let the area know to start lookin for it but
1241:28	ZBWTMU	we just have any idea what altitude last altitude we had uh was flight level two niner zero but uh his uh speed has diminished quite a bit
1241:36	N90	okay

1241:37 ZBWTMU so we believe he might be in a descent

1241:39 N90 okay alrighty i'll i'll pass it along to the sector

1241:41 ZBWTMU alright just be careful

1241:42 N90 understand

1241:43 ZBWTMU check

1241:44 CCEAST hey boston

1241:45 ZBWTMU yes

1241:46 CCEAST you said you confirmed the hijack how'd you uh

1241:48 ZBWTMU well the uh what has uh happened is the pilot has kept the uh mic keyed while the uh persons in the uh the cockpit stuff like that

1242:00 CCEAST okay and what are you hearing

1242:02 ZBWTMU uh the threat you know i don't really know what their hearing but that the sup came down and confirmed the uh that it is the hijack

1242:13 CCEAST okay if you learn of anything else please give us a call so we can help you out as best we can does new york know about this guy heading uh

1242:17 ZBWTMU new york knows cleveland knows uh maybe washington will be next we're going to scramble some fighters to tail him

1242:25 CCEAST okay coming out of otis

1242:26 ZBW TMU yes

1242:28 CCEAST okay i'll i'll take care of the coordination with washington uh center i'll advise them of what's goin on

1242:33 ZBW TMU thank you

1243
1243:08 ZBW TMU t m u

1243:09 CAPE2 yeah it's cape tracon here is dan there

1243:11 ZBW TMU that's me

1243:12 CAPE2 hey uh we just i just talked to otis here and they said they needed a uh needs authorization

1243:16 ZBW TMU we're uh working with needs to see if uh they should be calling you now

1243:20 CAPE2 okay just to let you know okay we got uh call on a panta p a n t a papa alpha november tango alpha four five and four six flight of two they'll be airborne soon

1243:30 ZBW TMU great thank you

1243:32 CAPE2 alright t j

1244
1244:36 ZBW TMU cape tracon uh---t m u on the forty one

1244:40 CAPE2 cape tracon's on

1244:41 ZBWTMU you said panta four six

1244:42 CAPE2 four five or four six and er four six yeah

1244:43 ZBWTMU okay got it

1244:45 CAPE2 alright t j

1245

1246

1247

1247:43 ZBWTMU boston center

1247:45 CCEAST (unintelligible) flow standby please stand by---stand by
(unintelligible)

1247:52 CCEAST hey this is the command center i've got an a l a program out
there on the street twelve west from sixteen hundred and twenty
one

1248

1249

1250

End of Transcript



U.S. Department
of Transportation

**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: February 15, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Kingston Sector, Sector 20, Radar Associate Position for the time period from September 11, 2001, 1223 UTC to September 11, 2001, 1250 UTC.

Agencies Making Transmissions

Abbreviations

Boston ARTCC Kingston Sector Radar Position	20R
Delta Air Lines Inc. Flight 1149	DAL1149
Federal Express Corporation Flight 3226	FDX3226
United Air Lines Inc. Flight 467	UAL467
New York ARTCC Manta Sector	ZNY66
American Airlines Inc. Flight 1012	AAL1012
Citation N876G	N876G
Boston ARTCC Kingston Sector Radar Associate Position	20RA
New York ARTCC East Texas Sector	ZNY42
Bombardier Business Jet Solutions, Inc. Flight 420 (Flexjet)	LXJ420
Atlantic Coast Airlines d/b/a United Express Flight 6126 (Blue Ridge)	BLR6126
Delta Air Lines Inc. Flight 351	DAL351
Continental Air Lines Inc. Flight 389	COA389
Continental Air Lines Inc. Flight 683	COA683
Boston ARTCC Athens Sector Radar Associate Position	38RA
Boston ARTCC Bosox Radar Position	47R
New York ARTCC Joboc Sector	ZNY65
New York ARTCC Lake Henry Sector	ZNY51
New York ARTCC Elmira Sector	ZNY34
New York ARTCC Camrn Sector	ZNY67
New York ARTCC Kennedy Sector	ZNY56
Unknown	UNK
United Air Lines Inc. Flight 175	UAL175
Britt Airways, Inc., d/b/a Continental Express (Jet Link) Flight 4280	BTA4280
Boston ARTCC Albany Sector Radar Position	22R
U S Air Flight 583	USA583
Delta Air Lines Inc. Flight 2433	DAL2433

United States Military Flight	MOVER22
Delta Air Lines Inc. Flight 1489	DAL1489
Delta Air Lines Inc. Flight 1043	DAL1043
United States Military Flight	HUNT20
Delta Air Lines Inc. Flight 2315	DAL2315
Air Canada Flight 702	ACA702
Air Canada Flight 307	ACA307
U S Air Flight 429	USA429
Boston ARTCC Bosox Sector Radar Position	47R
Executive Jet Aviation, Inc. Flight 970	EJA970
Atlantic Southeast Airlines, Inc. (Candler) Flight 581	CAA581
American Airlines Inc. Flight 1857	AAL1857

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Lucius V. Free
Support Specialist, Training/Quality Assurance
Boston ARTCC

1223		
1223:03	20R	jet link foxtrot mike hotel delta boston
1223:07	20R	delta eleven forty nine say heading
1223:09	DAL1149	eleven forty nine is ah two fifty ah one
1223:10	20R	roger
1223:13	20R	fedex thirty two twenty six fly heading of two five five vector to parallel traffic
1223:20	FDX3226	two fifty five now fedex thirty two twenty six heavy

1223:23	20R	fedex thirty two twenty six climb and maintain flight level three five zero
1223:27	FDX3226	three five zero fedex thirty two twenty six
1223:31	UAL467	united four sixty seven with you six point eight climbing to seventeen
1223:36	20R	united four sixty seven boston center roger good morning climb and maintain flight level two two zero
1223:41	UAL467	two two zero now united four sixty seven
1223:54	20R	delta eleven forty nine just fly heading of two five zero vector to parallel traffic
1223:59	DAL1149	delta eleven forty nine heading two fifty
1224:07	ZNY66	hampton manta thirty nine
1224:32	AAL1012	boston american ten twelve we're passing two two zero for one eight zero
1224:37	20R	american ten twelve boston center good morning
1225		
1225:45	N876G	citation eight seven six
1225:48	20RA	east texas kingston ninety three
1226		
1226:04	ZNY42	yeah east texas is on what can i do you out of

1226:07	20RA	ah delta eleven forty nines assigned a two fifty heading and fedex
1226:10	ZNY42	you can give him a two forty heading that's fine for pottstown
1226:12	20RA	two forty for delta and
1226:13	ZNY42	sure
1226:15	20RA	fedex two thirty six will be on a two fifty for the climb alright
1226:16	ZNY42	that's perfect
1226:17	20RA	alright thanks
1226:18	ZNY42	thanks everythings working out great
1226:19	20RA	alright
1226:20	ZNY42	thanks
1226:21	20R	two four zero now vector for traffic
1226:23	DAL1149	two four zero on the heading delta eleven forty nine
1226:25	20R	delta eleven forty nine contact new york center one two seven point one seven
1226:29	DAL1149	one two seven point one seven delta eleven forty nine good day

1226:33	20R	fedex thirty two twenty six fly heading of two five zero now vector to parallel traffic
1226:37	FDX3226	two five zero fedex thirty two twenty six
1226:39	20R	fedex thirty two twenty six contact new york center one two seven point one seven
1226:44	FDX3226	twenty seven twelve fedex thirty two twenty six heavy so long
1226:48	LXJ420	boston center flexjet four twenty checking in two four o
1226:54	20R	flexjet four twenty boston center roger good morning
1226:57	LXJ420	morning
1226:58	20R	american ten twelve contact boston center one two eight point one
1227:02	AAL1012	twenty eight one for american ten twelve
1227:05	BLR6126	boston good morning blue ridge sixty one twenty six out of twenty two for ah two one o
1227:09	20R	blue ridge sixty one twenty six boston center roger good morning climb and maintain flight level two two zero
1227:14	BLR6126	level two two zero now blue ridge sixty one twenty six
1227:17	20R	and someone else called say again

1227:20	DAL351	delta three fifty one twenty six two for three five zero
1227:22	20R	delta three fifty one boston center roger good morning cleared direct sparta
1227:27	DAL351	direct sparta delta three fifty one
1227:30	20R	continental three eighty nine contact boston center one two one point three five
1227:33	COA389	twenty one thirty five continental three eighty nine
1227:35	20R	november eight seven six golf cleared direct cambridge
1227:39	N876G	direct cambridge eight seven six golf
1227:50	20R	continental six eighty three say mach number
1227:54	COA683	eh we're seven seven
1227:56	20R	united four sixty seven what's your planned mach number at ah flight level three one zero
1228		
1228:01	UAL467	ah we're planning point seven five
1228:03	20R	united four sixty seven roger climb and maintain flight level three one zero
1228:04	38RA	override
1228:05	20RA	go ahead

1228:06	38RA	yeah i need you to look west of albany american eleven i've put him on your scope he is ah nordo has been since he talked to boston high we assume he's at flight level two nine zero ah we're not sure we think there's someone in the cockpit with him um we broadcasted over guard we've gone airinc we have gone company ah nobody's talking to him we don't know where he's going we don't know what altitude he's at
1228:31	20RA	okay
1228:32	38RA	okay
1228:33	20RA	thanks
1228:36	20R	twenty six there is traffic ah behind you that's above you at flight level two three zero it's a citation it will be going i'll have higher when ah i'm able to get him high
1228:43	BLR6126	alright we're looking for a citation blue ridge sixty one twenty six roger
1229		
1229:10	20RA	(unintelligible) sector twenty
1229:11	47R	boston united one seventy fives climbing to thirty one now
1229:13	ZNY65	east joboc thirty nine line
1229:15	20RA	united one seventy fives climbing to thirty one
1229:17	47R	yeah that's all he wants
1229:18	20RA	alright thanks a lot w d

1229:21	BLR6126	blue ridge sixty one twenty six we got the citation in sight what ah what numbers that
1229:24	20R	it's a ah let me look grab my strip it's a six fifty
1229:28	BLR6126	alright thanks
1229:29	20R	citation seven six golf climb and maintain flight level two eight zero
1229:34	N876G	alright flight level two eight zero we got that dornier in sight eight seven six golf
1229:38	20R	roger
1229:49	ZNY51	hancock thirty one lake henry
1229:57	ZNY34	rockdale thirty line elmira
1229:58	ZNY67	hampton camrn thirty nine line
1230		
1230:04	ZNY51	hancock thirty one lake henry
1230:14	ZNY67	hampton camrn thirty nine
1230:23	38RA	go ahead twenty
1230:24	20RA	hey athens u s air five eighty three could you stop him at thirty one for me please
1230:27	ZNY51	hancock thirty one lake henry

1230:28	38RA	thirty one we'll stop him there
1230:29	ZNY56	hampton kennedy thirty nine line
1230:34	20R	blue ridge sixty one twenty six climb and maintain flight level two three zero
1230:38	UNK	huntress
1230:39	BLR6126	flight level two three zero now blue ridge sixty one twenty six
1230:46	20R	actually blue ridge sixty one twenty six climb and maintain flight level two four zero
1230:50	BLR6126	two four zero blue ridge sixty one twenty six
1230:56	20R	november eight seven six golf climb and maintain flight level three three zero
1231		
1231:02	N876G	three three o eight seven six golf
1231:05	UAL175	boston good morning united one seventy five is out of two eight o for three one o
1231:07	20R	united one seventy five boston center roger good morning
1231:12	20R	united four sixty seven contact new york center one two
1231:14	BTA4280	um cleared to manassas but ah we couldn't pick it up right now is there any way we could have a heading

1231:21	22R	manassas massena you're looking good
1231:24	BTA4280	(unintelligible) manassas (unintelligible)
1231:27	22R	um yeah you're looking good
1231:31	22R	you know what i saw tommy regan (unintelligible) go out on like ah emergency frequency
1231:58	20R	blue ridge sixty one twenty six contact boston center one three five point three two
1232:03	BLR6126	three five three two now blue ridge sixty one twenty six so long
1232:06	20R	november eight seven six golf contact boston center one three five point three two
1232:10	ZNY51	hancock thirty one lake henry
1232:11	N876G	three five thirty two eight seven six golf see ya
1232:23	ZNY42	kingston ninety three line east texas
1232:25	ZNY34	rockdale thirty line elmira
1232:26	20RA	yes sir
1232:27	ZNY42	see if continental six eighty three might still be hanging around
1232:29	20RA	we'll try it buddy

1232:30	ZNY34	rockdale thirty
1232:33	20R	continental six eighty three contact new york center one two seven point one seven
1232:38	COA683	two seven one seven continental six eighty three see ya
1232:56	20RA	this is ah twenty
1232:58	38RA	yes the ah american eleven we're we still have no contact with him the delta ninety nine thirty that crossed his path he's about ten west of him now said he did look good at two nine o and they do believe someone's in the cockpit we don't have any more information
1233:08	UNK	yeah he came back to me he should be on his way over
1233:13	20RA	alright
1233:14	38RA	alrighty
1233:15	20RA	very good thanks shirley
1233:16	38RA	thanks bye
1233:56	20R	one two seven point one seven
1234		
1234:01	20R	i'm sorry flexjet four twenty contact new york center one two seven point one seven
1234:06	LXJ420	one two seven point one seven flexjet four twenty so long

1234:18	20R	delta three fifty one contact new york center one three correction one two seven point one seven
1234:23	DAL351	two seven one seven delta three fifty one
1234:26	20R	u s air five eighty three climb and maintain flight level three five zero
1234:29	USA583	three five zero u s air five eighty three
1234:43	20RA	sector twenty
1234:44	38RA	yeah that american eleven ah the pilot that of the delta thought he was at two nine o
1234:51	20RA	uh huh
1234:52	38RA	but we have no verification of what altitude he is at
1234:53	20RA	okay
1234:54	38RA	alrighty
1234:55	20RA	alright thanks
1234:56	38RA	thanks
1234:57	20RA	w d
1235		
1235:11	20R	u s air five eighty three ah cleared direct solberg

1235:15 USA583 direct solberg u s air five eighty three

1235:40 20RA kennedy kingston ninety three

1235:44 ZNY56 kennedy

1235:45 20RA i got a heads up for you here i got an american eleven he's right over kingston right now he's at we think he's at flight level two nine zero---there appears to be some possible problem with him---he departed boston going to ah los angeles but ah somewhere along the way here he took a left turn and he's not talking to anyone he hasn't talked to anybody in about seventy five maybe a hundred miles so he's southeast bound right now so he's going to pass just like over carmel and again we don't have a verified altitude we think he's at flight level two nine zero we're trying to verify that

1236:17 ZNY56 you got a code on him

1236:18 20RA ah no he's flying x ray he's there's no code on the guy he's flying x ray and we

1236:22 ZNY56 who approved that

1236:23 20RA so he's a primary right now---he's right over kingston right now flight level two nine zero supposedly

1236:28 ZNY56 supposedly two nine zero and he's heading southeast bound

1236:30 20RA he's headed southeast bound right now it looks he's going to go between o it looks like maybe right over dueys intersection so i'm just giving you a heads up we're not talking to him no one's talked to him for the last twenty minutes

1236:39	ZNY56	and what's the call sign
1236:40	20RA	american eleven
1236:41	ZNY56	american eleven
1236:42	20RA	yeah i'll i'll call you when he gets close to your boundary okay
1236:44	ZNY56	okay
1236:45	20RA	w d
1236:51	ZNY56	hancock thirty one lake henry
1236:52	USA583	ah we can't spot him yet how many miles off to the three o'clock position
1236:56	20R	he's about seven miles right now---and he's heading southbound
1237		
1237:04	20R	united one seventy five boston
1237:07	UAL175	one seventy five go ahead sir
1237:08	20R	roger you have traffic look at your ah twelve to one o'clock at about ah ten miles southbound
1237:17	20RA	kennedy kingston ninety three
1237:22	ZNY56	kennedy

1237:23	20RA	yeah are you combined with east texas
1237:24	ZNY56	no i'm telling him about it now
1237:26	20RA	alright just a heads up for you though that we're getting some word now that we're not talking to the guy but there's threatening transmissions coming from the airplane so there there appears to be something going on with the airplane
1237:34	ZNY56	uh huh
1237:35	20RA	our suggestions are keep airplanes away from him looks like he's definitely going to enter y'all's airspace
1237:36	ZNY56	okay
1237:37	20RA	alright it's just a heads there's something going on with it alright
1237:38	ZNY56	alright
1237:39	20RA	alright w d
1237:40	USA583	(unintelligible) at three o'clock approximately at twenty nine thousand looks like he's gonna pass ah behind us here in just a minute or two
1237:52	20R	okay now could you does he look like he's about roughly twenty nine thousand feet
1237:56	USA583	yes sir that's obviously just an estimate but that looks just about right for him

1238:00	20R	okay united one seventy five do you have him at your twelve
1238:03	20RA	sector twenty
1238:04	UNK	yeah hand off mover two two
1238:06	20RA	we got it
1238:07	UNK	thanks
1238:08	20RA	radar contact
1238:13	20R	u s air five eighty three contact new york center one two seven point one seven
1238:18	USA583	twenty seven seventeen u s air five eighty three we'll see ya
1238:23	ZNY34	rockdale elmira on the thirty
1238:24	20R	united one seventy five turn thirty degrees to the right i want to keep you away from this traffic
1238:29	UAL175	thirty degrees to the right united one seventy five heavy
1238:34	DAL2433	center delta twenty four thirty three checking in at three one o
1238:41	20R	delta ah twenty four thirty three boston center roger
1238:44	20R	mover two two are you on

1238:46	MOVER22	boston center mover two two is level two four zero
1238:49	20R	mover two two roger
1238:50	20R	delta fourteen eighty nine climb and maintain ah flight level two eight zero
1238:55	DAL1489	delta fourteen eighty nine heavy climb to two eight zero
1239:00	DAL1043	good morning boston delta ten forty three thirty seven three for three nine o
1239:08	20R	alright who's that calling
1239:10	DAL1043	delta ten forty three out of thirty seven for thirty nine
1239:12	20R	delta ten forty three boston roger
1239:14	20R	delta three fifty one boston
1239:25	HUNT20	boston center hunt two zeros with you flight level two zero zero
1239:29	20R	hunt two zero boston center roger
1239:33	20R	united one seventy five cleared direct sparta
1239:36	UAL175	direct sparta united one seventy five
1239:41	20R	united one seventy five contact new york center one two seven point one seven

1239:44	UAL175	one two seven one seven united one seventy five
1240		
1240:04	ZNY34	rockdale thirty line elmira
1240:11	20R	delta twenty three fifteen cleared direct solberg
1240:14	DAL2315	direct solberg delta twenty three fifteen
1240:24	20R	delta ah fourteen eighty nine ah fly heading of two seven zero climb and maintain flight level three nine zero
1240:31	DAL1489	delta fourteen eighty nine heavy two seventy heading climb to two seven zero three nine zero
1240:43	20RA	kennedy kingston ninety three
1240:59	20RA	kennedy kingston ninety three
1241:02	ZNY56	kennedy
1241:04	20RA	yeah that american eleven thing about just about over the dueys intersection now is a
1241:07	ZNY56	yeah i see him now
1241:08	20RA	okay so we're gonna we're not talking to him he's you know i um he's not talking to anybody right now
1241:12	ZNY56	are you sure of his altitude though is he or you're not sure

1241:14	20RA	we think he's showing twenty nine we had two airplanes fly over him one at thirty one at thirty five they look like he was at twenty nine but we have no verification
1241:19	ZNY56	okay i missed you i'm listening to someone on over the line from boston
1241:20	ZNY51	delancy thirty this is ah lake henry
1241:22	UNK	okay
1241:23	ZNY56	alright talk to ya
1241:31	20R	delta fourteen eighty nine cleared direct solberg---i'm sorry delta fourteen eighty nine cleared direct sparta
1241:37	DAL1489	delta fourteen eighty nine direct sparta
1241:38	ZNY34	rockdale thirty line elmira
1241:57	ZNY56	hey kingston on the ninety three line
1241:59	20RA	go ahead
1242:00	ZNY56	united one seventy five just came on my frequency and he said that he heard a suspicious ah transmission when they were leaving boston
1242:07	20RA	oh yeah
1242:08	ZNY56	everybody stay in their seat that's what they heard as a suspicious transmission just to let you know and ah that u s air

five eighty three thought the american spotted him was at
twenty nine

1242:17 20RA okay

1242:18 ZNY56 okay

1242:19 20RA alright thanks a lot

1242:21 DAL2315 alright ah we'll go as fast through two four o (unintelligible)

1242:37 UNK danbury *(twenty eight) line v f r handoff

1242:42 20R delta twenty three fifteen contact ah new york center one two
seven point one seven

1242:46 DAL2315 one two seven one seven delta twenty three fifteen

1243

1243:06 ACA702 boston air canada seven o two at one eight o

1243:09 20R air canada seven o two boston center correction ah air canada
seven o two roger

1243:19 20R delta twenty four thirty three contact new york center one two
seven point one seven

1243:24 DAL2433 delta twenty four thirty three two seven one seven

1243:29 ACA702 (unintelligible) seven o two at one eight o

1243:34	20R	air canada seven o two contact boston center on one two eight point one
1243:38	ACA702	one two eight point one confirm for air canada seven o two
1243:42	20R	air canada seven o two affirmative
1243:43	ACA702	*(okay)
1243:44	ACA307	(unintelligible) seven two zero five for two three zero
1243:51	20R	alright who's that calling
1243:55	ACA307	air canada three zero seven two zero seven for two three zero
1244		
1244:03	USA429	ah boston center good morning u s air four twenty nine twenty six for three five zero
1244:06	20R	air canada three zero seven climb and maintain flight level two nine zero
1244:10	ACA307	two nine zero air canada three zero seven
1244:12	20R	hunt two zero contact boston center now on ah one two one point three five
1244:17	HUNT20	one two one thirty five for hunt two zero
1244:22	USA429	ah boston good morning u s airs four twenty nine two five seven for three five zero

1244:27	20R	u s air four twenty nine boston center roger
1244:31	20R	air canada three zero seven cleared direct to ah cambridge
1244:32	ZNY42	kingston on the ninety three line
1244:35	ACA307	direct cambridge for air canada
1244:36	ZNY42	(unintelligible) not yet kingston on the ninety three line this is east texas
1244:39	20RA	go ahead sir
1244:41	ZNY42	can you turn that delta twenty four thirty three a little bit to the right they got the eagle flight in there the guy at thirty one that they wanted to look at this american to see what altitude he was at can you him on like a two ninety and stop the delta fourteen eighty nine underneath him
1244:51	20RA	yeah well we just switched we just put delta twenty four thirty three on you so we'll try him again if we have him we'll turn him to a two ninety alright
1244:54	ZNY42	alright i'm not talking to the delta
1244:55	20RA	oh okay alright
1245		
1245:07	20R	delta twenty four thirty three boston
1245:14	20RA	east texas kingston we don't have the delta twenty four thirty three

1245:19	UNK	kingston
1245:22	UNK	kingston
1245:23	20RA	yeah we're here
1245:24	UNK	yeah air canada three zero seven at two eight zero please
1245:27	20RA	two eight zero we'll do it
1245:28	UNK	*(m l)
1245:29	20RA	w d
1245:30	20RA	two eighty heading for the ah air canada three o seven
1245:32	20RA	go ahead forty seven
1245:33	47R	yep ah american eighteen fifty seven wants to know if he can go broadway he's biggo right now i'll give you control
1245:38	20RA	i'm sorry american eighteen fifty seven wants what
1245:40	47R	wants Broadway he's your control
1245:41	20RA	yeah that's fine
1245:43	47R	Broadways good
1245:44	20RA	w d

1245:45	20RA	that's what they called and said
1245:46	20R	two eight zero
1245:47	20RA	two eight zero heading
1245:49	20R	oh two eight zero heading
1245:50	20RA	yeah yeah
1245:51	20R	air canada three o seven climb and maintain flight level two eight zero for now please
1245:53	ACA307	cleared two eight zero for air canada three zero seven
1245:57	20R	delta fourteen eighty nine contact new york center one two seven point one seven
1246:03	DAL1489	two seven one seven delta fourteen eighty nine
1246:10	EJA970	center execjet nine seventy eighteen and a half for two three zero
1246:15	20R	execjet nine seventy boston center ah roger climb and maintain flight level ah maintain flight level two three zero
1246:23	EJA970	two three zero roger
1246:25	20R	delta ten forty three contact new york center one two seven point one seven

1246:29	DAL1043	twenty seven seventeen delta ten forty three so long
1246:31	20R	so long
1246:32	20R	air canada three o seven contact ah boston center one three five point three two
1246:36	ACA307	thirty five thirty two air canada three zero seven see ya
1247		
1247:04	CAA581	boston center good morning candler five eighty one one seven thousand flight level three five zero
1247:08	20R	candler five eighty one maintain flight level two one zero
1247:11	CAA581	two one zero candler five eighty one
1247:14	20R	execjet nine seventy climb and maintain flight level two nine zero cleared direct to cambridge
1247:18	EJA970	two nine zero direct cambridge execjet nine seventy
1247:22	AAL1857	boston american eighteen fifty seven passing ah thirty five five for three nine zero going direct biggo requesting direct to ah *(bowling green)
1247:33	20R	american eighteen fifty seven cleared direct sparta for now please
1247:36	AAL1857	direct to sparta american ah eighteen fifty seven
1247:46	20R	air canada three o seven boston
1248		

1249
1249:09 20R candler five eighty one climb and maintain flight level two three zero

1249:12 CAA581 two three zero candler five eighty one

1249:16 20R execjet nine seventy no delays through two four zero maintain two nine zero

1249:20 EJA970 execjet nine seventy roger

1249:28 20R u s air four twenty nine contact new york center one two seven point one seven

1249:33 USA429 twenty seven one seven good morning u s air four twenty nine
1250

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 24, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC De Lancey Sector, Sector 24, Radar Position for the time period from September 11, 2001, 1224 UTC to September 11, 2001, 1241 UTC.

Agencies Making Transmissions

Boston ARTCC De Lancey Sector Radar Position
American Air Lines, Inc. Flight 1012
United Air Lines, Inc. Flight 594
Northwest Orient Airlines Inc. Flight 1152
Air Canada Regional, Inc. (Transcan) Flight 441
Air Canada, Inc. Flight 1071
N550VW
Delta Air Lines, Inc. Flight 2031
U S Air Flight 1963
Boston ARTCC Athens Sector Radar Associate Position
Boston ARTCC Rockdale Sector Radar Associate Position
New York ARTCC Elmira Sector
New York ARTCC Lake Henry Sector
Unknown
Air Canada Inc Flight 312
Air Canada Inc Flight 702
Cleveland ARTCC Niagara Sector
King Air N895CA
Citation N511AB

Abbreviations

24R
AAL1012
UAL594
NWA1152
ARN441
ACA1071
N550VW
DAL2031
USA1963
38RA
10RA
ZNY34
ZNY51
UNK
ACA312
ACA702
ZOB38
N895CA
N511AB

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Eileen E. Bull
Supervisory Air Traffic Assistant
Boston ARTCC

1224		
1224:32	24R	american ten twelve contact boston one two five point five seven
1224:36	AAL1012	twenty five fifty seven for american ten twelve good day
1224:38	24R	united five ninety four contact boston one three three point two five see ya
1224:42	UAL594	thirty three twenty five united five ninety four so long
1225		
1225:16	24R	northwest eleven fifty two cross de lancey now at and maintain flight level one eight zero
1225:21	NWA1152	*(okay) cross de lancey at uh flight level one eight zero northwest eleven fifty two
1225:32	24R	transcan four forty one contact cleveland center one two seven point four seven
1225:37	ARN441	twenty seven forty seven four forty one so long
1225:42	24R	air canada ten seventy one contact boston center one three four point three

1225:47	ACA1071	one thirty four three air canada ten seventy one so long
1225:51	24R	five five zero victor whiskey descend and maintain flight level two one zero
1225:55	N550VW	two one zero five fifty victor whiskey
1226 1226:45	24R	delta twenty thirty one contact boston one two one point three five good morning
1226:49	DAL2031	delta twenty thirty one two one three five good day
1226:52	24R	northwest eleven fifty two contact boston center one three four point three
1226:57	NWA1152	thirty four three northwest eleven fifty two
1227 1227:01	24R	five fifty victor whiskey descend and maintain flight level one niner zero
1227:05	N550VW	one niner zero victor whiskey
1227:51	USA1963	hello boston u s air nineteen sixty three flight level two four o
1227:55 1228 1229 1229:02	24R	u s air nineteen sixty three boston good mornin
	24R	hello
1229:03	38RA	yeah reference american eleven point out west of albany we don't know what he's doing or what altitude he's at we believe someone is in the cockpit with him

1229:12	24R	okay ah do we got i got a second i'll move my altitude limits here i guess there's a target up there
1229:17	38RA	ah we're tracking a primary target only because we lost his transponder it he's been broadcasted there we've tried over ah airink we've tried company we've tried guard he is not responding to anyone
1229:29	24R	okay
1229:29	38RA	okay
1229:30	24R	thanks
1229:31	38RA	thanks
1229:32	10RA	hey shirley seems we don't know what altitude he's actually at with no transponder comair nine forty nine you can just vector him you're control for vectors just kept him away from the guy he's going he's going to a zero seven zero heading right now and he'll be your control back on course reference the american we got another guy coming up (unintelligible)
1229:48	24R	shirley hang up twenty four get out of my head shirley
1229:57	ZNY34	rockdale thirty line elmira
1230		
1230:03	ZNY51	hancock thirty one lake henry
1230:25	ZNY51	hancock thirty one lake henry
1230:27	24R	u s air nineteen sixty three descend and maintain flight level one eight zero

1230:32	USA1963	descend to one eight zero u s air ah nineteen sixty three
1230:36	24R	american eleven boston
1230:51	UNK	rockdale ninety seven this is
1231		
1231:11	24R	zero victor whiskey proceed direct to wilkes barre
1231:14	N550VW	direct to wilkes barre victor whiskey
1231:17	24R	and i need level at one nine oh in two minutes or less please
1231:20	N550VW	roger (unintelligible)
1232		
1232:08	ZNY51	hancock thirty one lake henry
1232:24	ZNY34	rockdale thirty line elmira
1232:29	UNK	rockdale thirty (unintelligible)
1232:51	24R	u s air nineteen sixty three contact boston center one three three point two five
1232:55	USA1963	thirty three twenty five u s air nineteen sixty three good day
1232:59	24R	morning ah five fifty zero victor whiskey contact new york on one three four point four five
1233:05	N550VW	thirty four forty five victor whiskey

1233:24	ACA312	boston center good morning air canada three one two two six o
1233:26	24R	air canada three twelve boston good morning
1233:42	ACA702	boston air canada seven o two two eight o
1233:45	24R	*(u s air) seven o two boston roger
1234		
1234:29	24R	air canada seven o two descend and maintain flight level one eight zero
1234:32	ACA702	one eight zero air canada seven o two
1234:52	ZOB38	rockdale niagara ninety seven line
1235		
1235:02	ZOB38	rockdale niagara ninety seven line
1235:05	UNK	(unintelligible)
1235:28	24R	american eleven boston
1235:35	24R	american eleven if you hear boston center ident
1235:48	N895CA	morning boston king air eight nine five charlie alpha two seven o
1235:52	24R	king air eight niner five charlie alpha boston center roger
1236		
1236:06	N511AB	boston citation five eleven alpha bravo *(at) two three zero
1236:10	24R	citation five one one alpha bravo boston center roger

1236:22	ZOB38	rockdale niagara ninety seven line
1236:49	ZNY51	hancock thirty one lake henry
1236:59	24R	air canada three twelve descend and maintain ah flight level two five zero
1237:04	ACA312	two five zero air canada three one two
1237:06	UNK	(unintelligible) two seventy three good
1238		
1238:23	ZNY34	rockdale elmira on the thirty
1238:55	24R	five one one alpha bravo descend and maintain one seven thousand the stewart altimeter is three zero one four i need a good rate down please
1239:02	N511AB	okay we'll hurry down to one seven thousand three zero one four *(one five) eleven alpha bravo
1239:07	24R	air canada three twelve descend and maintain flight level two three zero
1239:11	ACA312	two three zero air canada three *(one)
1239:20	24R	eight niner five charlie alpha contact boston center on one three five point three two
1239:25	N895CA	thirty five thirty two charlie alpha
1240		
1240:02	ZNY34	rockdale thirty line elmira

1240:14	24R	air canada three twelve descend and maintain flight level two two zero
1240:17	ACA312	two two zero air canada three one two
1240:49	24R	air canada three twelve descend and maintain flight level two zero zero
1240:52	ACA312	two zero zero air canada three one two
1240:55	24R	and if you would please increase your rate of descent
1240:58 1241	ACA312	we'll do

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

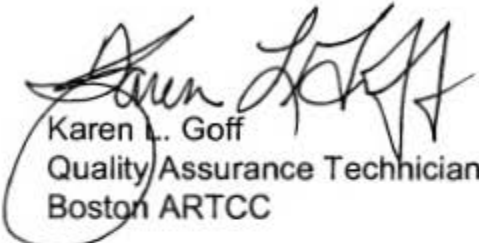
This transcription covers the Boston ARTCC Rockdale Sector, Sector 10, Radar Position for the time period from September 11, 2001, 1224 UTC to September 11, 2001, 1246 UTC.

Agencies Making Transmissions

Abbreviations

Boston ARTCC Rockdale Sector Radar Position	10R
Delta Air Lines, Inc. Flight 358	DAL358
Cleveland ARTCC Genesee Sector	ZOB37
Comair, Inc. Flight 949	COM949
American Trans Air, Inc. (Amtran) Flight 6996	AMT6996
Continental Air Lines Inc. Flight 1530	COA1530
N981AR	N981AR
Delta Air Lines, Inc. Flight 9930	DAL9930
New York ARTCC Lake Henry Sector	ZNY51
New York ARTCC Elmira Sector	ZNY34
Unknown	UNK
Air Canada Flight 702	ACA702
U S Air Flight 1259	USA1259
Delta Air Lines, Inc. Flight 2224	DAL2224
Cleveland ARTCC Niagara Sector	ZOB38
N90MC	N90MC
N510SD	N510SD
U S Air Flight 1130	USA1130
Boston ARTCC Athens Sector Radar Associate Position	38RA
Boston ARTCC Athens Sector Radar Position	38R
N44M	N44M
Executive Jet Aviation, Inc. (Execjet) Flight 684	EJA684
Cleveland ARTCC Rochester Sector	ZOB74

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1224		
1224:11	10R	genesseo rockdale ninety seven can you try comair nine forty nine for me please
1224:40	10R	genesseo rockdale ninety seven
1224:52	10R	delta three fifty eight contact new york center one three two point one seven so long
1224:58	DAL358	thirty two seventeen delta three fifty eight good morning
1225:05	10R	genesseo rockdale ninety seven line
1225:13	ZOB37	genesseo go ahead
1225:14	10R	(unintelligible) can you try comair nine forty nine for rockdale please
1225:17	ZOB37	nine forty nine (unintelligible)
1225:18	10R	thanks

1225:19	ZOB37	okay
1225:53	ZOB37	here comes rockdale
1225:58	COM949	boston center comair nine forty nine level two niner zero
1226:05	10R	comair nine forty nine boston center proceed direct to ponee rest of route unchanged
1226:09	COM949	direct ponee comair nine forty nine
1227		
1227:18	10R	amtran sixty nine uh ninety six turn uh thirty degrees to the left
1227:25	AMT6996	thirty left amtran sixty nine ninety six
1228		
1228:01	10R	continental fifteen thirty fly heading of uh zero six zero short vector for spacing
1228:07	COA1530	zero six zero continental fifteen thirty
1228:10	N981AR	boston nine eighty one alpha romeo is with you two nine o
1228:18	10R	comair sixty nine ninety six proceed directly two uh parso again direct parso contact boston center one two eight three two twenty eight thirty two
1228:31	10R	amtran sixty nine ninety six direct parso boston center one two eight three two

1228:37	AMT6996	okay one two eight point three (unintelligible) direct parso amtran sixty nine ninety six
1228:48	N981AR	nine eight one alpha romeo is with you two nine o
1228:53	10R	november nine eight one alpha romeo boston center roger
1229		
1229:18	DAL9930	center delta ninety nine thirty at three five zero
1229:21	10R	delta ninety nine thirty boston center roger
1229:37	10R	comair nine forty nine fly heading of zero seven zero vectors for traffic
1229:42	COM949	zero seven zero comair nine forty nine
1229:48	ZNY51	hancock thirty one lake henry
1229:54	10R	delta ninety nine thirty i got a bit of a situation i'm not really certain the best way to deal with it so i'm just gonna let you know what's going on we have an american uh jet that's north of your position---who's at uh he's a seven sixty seven we lost his transponder we lost his uh his uh fr uh frequencies with him also---he's heading south bound he's off about your two oclock position at fifteen miles i have no idea what altitude he's at his last clearance was two nine zero so he should be below ya you can look out about your two oclock position there at fifteen miles and keep an eye out for a seven sixty seven you can let me know if you see him out there
1229:56	ZNY34	rockdale thirty line elmira

1230:03	ZNY51	hancock thirty one lake henry
1230:25	ZNY51	hancock thirty one lake henry
1230:31	DAL9930	will do delta ninety nine thirty
1230:34	10R	roger you should and his present vector present heading he's gonna pass behind you by about uh eight miles i just want you to make sure that if uh he's at your altitude that ya have a good view on him
1230:44	DAL9930	ninety nine thirty thanks
1230:50	UNK	rockdale (unintelligible)
1230:51	10R	continental fifteen thirty proceed directly to uh albany
1230:56	UNK	blocked
1230:57	10R	continental fifteen thirty proceed direct to albany
1231:00	COA1530	direct to albany uh continental fifteen thirty
1231:04	ACA702	boston air canada seven o two two nine o
1231:07	10R	i missed that calling boston say again
1231:09	ACA702	air canada seven o two at two nine o

1231:11	10R	air canada seven zero two boston center roger continue the de er descend and maintain flight level two eight zero
1231:16	ACA702	two eight zero air canada seven o two
1231:20	10R	delta ninety nine thirty *(previously) issued traffic out there is off about your uh four oclock position now four or five oclock position about eight miles
1231:28	DAL9930	got traffic in sight delta ninety nine thirty
1231:30	10R	roger any idea about what altitude he's at
1231:32	DAL9930	yeah probably two nine o it looks like he is below us uh yeah by good five six thousand feet
1231:39	10R	roger thank you
1231:42	10R	comair nine forty nine proceed direct to ponee
1231:45	COM949	direct ponee comair nine forty nine
1231:48	USA1259	u s air twelve fifty nine four one o
1231:51	10R	november uh nine eight one alpha romeo fly your present heading vectors for uh traffic and uh i'll have routing for you here shortly
1232 1232:09	10R	comair four nine correction comair nine forty nine nine forty nine direct ponee and contact boston center one thirty five thirty two so long

1232:09	ZNY51	hancock thirty one lake henry
1232:17	COM949	direct ponee and thirty five thirty two comair nine forty nine
1232:23	USA1259	good morning boston u s air twelve fifty nine four one o
1232:24	ZNY34	rockdale thirty line elmira
1232:29	10R	u s air twelve fifty nine boston center roger
1232:29	ZNY34	rockdale *(thirty)
1232:32	UNK	(unintelligible) twelve thousand new york roger
1232:40	10R	november nine eight one alpha romeo routing when you're ready to copy
1232:44	N981AR	go ahead sir
1232:46	10R	nine eight one alpha romeo proceed direct to boston that's bravo oscar sierra b o s then direct to marconi which is lima foxtrot victor---and uh after that direct hyannis
1233:00	N981AR	okay direct boston direct lima foxtrot victor direct hyannis is that correct sir
1233:06	10R	that is correct sir
1233:07	N981AR	thank you

1233:25	10R	air canada seven uh zero two contact boston center on one two six point four seven twenty six forty seven
1233:33	ACA702	twenty six forty seven air canada seven o two
1233:53	10R	delta twenty two twenty four proceed direct to gardner contact boston center one thirty five thirty two so long
1234:00	DAL2224	twenty two twenty four direct gardner and uh three five three two was it
1234:04	10R	affirmative thirty five thirty two so long
1234:06	DAL2224	good day
1234:16	10R	u s air twelve fifty nine descend and maintain flight level three seven zero
1234:20	USA1259	*(we're) leaving four one o for three seven o u s air twelve fifty nine
1234:52	ZOB38	rockdale niagara ninety seven line
1235		
1235:02	ZOB38	rockdale niagara ninety seven line
1235:05	ZOB38	disregard
1235:06	10R	calling rockdale
1235:08	ZOB38	yeah i did sorry---disregard

1235:10	10R	disregard
1235:31	10R	continental fifteen thirty contact boston center on one three five point three two thirty five thirty two
1235:37	COA1530	thirty five thirty two continental fifteen thirty good day
1235:40	10R	so long
1236 1236:09	UNK	(unintelligible)
1236:21	ZOB38	rockdale niagara ninety seven line
1236:34	10R	u s air twelve fifty nine contact boston center one three five point three two
1236:38	USA1259	thirty five thirty two u s air twelve fifty nine good day
1236:49	ZNY51	hancock thirty one lake henry
1236:52	N90MC	uh good morning boston lear ninety mike charlie level four one o
1237 1237:06	UNK	(unintelligible) two seventy three good
1237:18	N90MC	uh good morning uh boston lear ninety mike charlie level four one o
1237:26	10R	u s air eleven thirty boston roger

1237:44	N90MC	uh good morning boston uh lear ninety mike charlie level four one o
1237:55	10R	i'm sorry who was callin boston
1237:58	N90MC	that's the lear ninety mike charlie level four one o
1238:01	10R	lear nine zero mike charlie roger descend and maintain uh flight level two niner zero
1238:08	N90MC	two niner zero ninety mike charlie
1238:23	ZNY34	rockdale elmira on the thirty
1238:28	10R	rockdale
1238:29	ZNY34	yeah this is the sup over at uh elmira---do you have any idea on american eleven any guess where the primary target is now
1238:34	10R	where he is or (unintelligible)
1238:35	ZNY34	yeah
1238:38	10R	american eleven is uh probably about to enter i don't know your east texas sector or whatever he's over by kingston
1238:43	ZNY34	he's over by kingston now
1238:45	10R	i think they've confirmed that he is uh being hijacked or something to that effect

1238:49	ZNY34	okay thanks very much
1238:50	10R	r y
1239		
1239:08	10R	delta ninety nine thirty contact the uh new york center one three two point one seven
1239:15	DAL9930	delta ninety nine thirty uh one thirty two one seven so long
1239:45	10R	u s air eleven thirty descend and maintain---flight level uh two eight zero
1239:59	10R	u s air eleven thirty descend and maintain flight level two eight zero
1240:02	ZNY34	rockdale thirty line elmira
1240:05	10R	yes
1240:06	ZNY34	any luck on that american eleven or
1240:08	10R	what do you mean any luck
1240:09	ZNY34	did you guys find him or what
1240:12	10R	(unintelligible) i think uh didn't i guess you're not the guy that just called me
1240:15	ZNY34	uh no i'm not

1240:17	10R	he's headin south
1240:18	UNK	(unintelligible)
1240:18	ZNY34	where
1240:19	10R	probably uh yeah uh he's not coming to ya
1240:20	UNK	(unintelligible)
1240:20	ZNY34	oh
1240:23	10R	u s air eleven thirty can you try him again
1240:24	ZNY34	okay we'll do
1240:25	10R	alright
1240:26	ZNY34	alright take care
1240:39	N510SD	center five ten sierra delta is with you three seven o
1240:42	10R	november five ten sierra delta boston center roger
1240:52	USA1130	good morning boston u s air eleven thirty (unintelligible)
1240:52	38RA	athens

1240:53	10R	hello mike charlie do you want me to turn him a little more to the left do make sure he doesn't run over that alpha romeo or are you all set like that
1240:59	38RA	uh why don't you give him fifteen to the left
1241:01	10R	okay r y
1241:02	38RA	bye
1241:03	10R	november nine zero mike charlie turn fifteen degrees to the left vector traffic and increase your rate of descent to flight level two niner zero maintain at least two thousand feet per minute
1241:13	N90MC	okay uh fifteen left ninety mike charlie
1241:17	USA1130	u s air eleven thirty two nine zero boston
1241:20	10R	u s air eleven thirty (unintelligible) descend and maintain flight level two eight zero and you do have traffic just off your left side east bound at two seven zero
1241:20	UNK	(unintelligible) this is uh lincoln
1241:29	USA1130	okay where at uh were out of two nine zero for two eight zero looking for the traffic u s air eleven thirty
1241:35	10R	u s air eleven thirty contact boston center one three five point three two
1241:38	ZNY34	rockdale thirty line elmira

1241:40	USA1130	thirty five two for u s air eleven thirty we'll see you
1241:43	10R	thirty five thirty two
1241:45	USA1130	thirty five thirty two thank you
1241:57	10R	go ahead thirty eight
1241:59	38R	yeah one alpha romeo can you switch him again please
1242:01	10R	i thought he was over there sorry (unintelligible)
1242:03	10R	nine eight one alpha romeo contact boston center on uh one three five point three two
1242:05	ZNY34	rockdale thirty line elmira
1242:08	N981AR	thirty five thirty two have a good morning
1242:18	N44M	uh boston citation four four mike flight level four one zero
1242:24	10R	november four four mike boston roger
1242:40	10R	nine zero mike charlie contact boston center one three five point three two
1242:44	N90MC	thirty five thirty two ninety mike charlie
1242:56	EJA684	boston center execjet six eighty four level three seven zero

1243:00	10R	execjet six eighty four boston roger
1243:03	10R	november five uh ten sierra delta fly your present heading vector for uh traffic
1243:08	N510SD	okay present heading zero nine five sierra delta
1243:11	10R	five ten sierra delta descend and maintain flight level two niner zero---when you leave flight level three five zero proceed direct ponee
1243:18	N510SD	okay down to two nine out of thirty five direct ponee sierra delta
1244		
1244:38	ZOB74	hancock eighty line rochester point out
1244:47	10R	execjet six eighty four proceed direct bar harbor
1244:50	EJA684	direct bar harbor execjet six eighty four
1245		
1246		

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: February 15, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Gardner Sector, Sector 36, Radar Associate Position for the time period from September 11, 2001, 1225 UTC to September 11, 2001, 1237 UTC.

Agencies Making Transmissions

Cessna N2771J
Boston ARTCC Gardner Sector Radar Position Relieving Controller
Boston ARTCC Gardner Sector Radar Position
N64W
Northwest Orient Airlines Inc. Flight 348
Commatair Flight 2480
N3337J
Boston ARTCC Albany Sector Radar Position
Pennsylvania Commuter Airlines, Inc. Flight 3899
Unknown
Boston ARTCC Gardner Sector Radar Associate Position
Delta Air Lines Inc. Flight 2031
Boston ARTCC Canan Sector Radar Position
Comanche 6345D
Commatair Flight 2433
Continental Air Lines Inc. Flight 389
N43790

Abbreviations

N2771J
36RR
36R
N64W
NWA348
UCA2480
N3337J
22R
ALO3899
UNK
36RA
DAL2031
21R
N6345D
UCA2433
COA389
N43790

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Robert K. Jones
Support Specialist, Quality Assurance
Boston ARTCC

1225		
1225:03	N2771J	boston center cessna two seven seven one juliet
1225:12	36RR	november two seven seven one juliet go ahead
1225:16	N2771J	two seven seven one juliet is level at five thousand five and ah v f r to um nashua new hampshire squawking four six four one
1225:24	36RR	roger
1225:26	36R	november six four whiskey traffic twelve o'clock three miles opposite at sixty five hundred
1225:32	N64W	six four---*(four whiskey) we're looking for him
1225:35	36R	jim the same old thing's happen here again he's on ya you heard him call ya he's looking for him he's on ya ship him sign in
1225:39	36RR	okay
1225:50	N64W	four whiskey in sight
1225:52	36R	roger
1226		
1226:01	36R	northwest three forty eight contact boston approach one one eight point two five
1226:06	NWA348	one one eight two five northwest three forty eight good day
1226:10	36R	so long commutair twenty four eighty contact manchester approach one three four point seven five

1226:14	UCA2480	thirty four seventy five so long twenty four eighty
1227		
1228		
1228:48	N3337J	boston center thirty three thirty seven juliet is with you descending to five thousand
1228:54	36R	november three three seven juliet boston center roger
1229		
1229:01	22R	hello
1229:02	36R	gardner
1229:03	22R	uh bye
1229:09	ALO3899	center allegheny thirty eight ninety nine one seven thousand good morning
1229:11	36R	allegheny thirty eight ninety nine boston center good morning
1230		
1230:36	UNK	(unintelligible)
1230:38	22R	i'm not gonna do it
1230:39	36RA	hey henry
1230:40	22R	yeah
1230:41	36RA	see that see that primary just south of the delta twenty thirty one
1230:43	22R	yeah

1230:44	36RA	see if you can get an altitude out of that delta and see what he's at---if he can gu guestamate it
1230:48	22R	okay i don't have him you'll have to go to sector tve uh twenty one
1230:51	36RA	twenty one
1230:52	22R	yeah
1230:53	36RA	alright
1230:54	DAL2031	for delta twenty thirty one
1230:55	21R	thirty out at eleven and the altimeter for bradley three zero zero niner
1230:59	DAL2031	okay thirty out and thirty o nine thank you
1231:02	21R	go ahead (unintelligible)
1231:03	36RA	hey delta twenty thirty one you still talkin to him
1231:06	21R	yes i have him
1231:07	36RA	see the primary just south of him by about six miles
1231:10	21R	uh wait a minute here i gotta turn my primary on its shut off---okay (unintelligible)
1231:15	36RA	are you lookin at seven five november there too

1231:18	21R	no american eleven huh (unintelligible)
1231:19	36RA	(unintelligible) the problem is we don't know what altitude he's at and we're trying to get a report we've lost everything radios communication everything with him we think it's a hijack we don't know yet though
1231:23	21R	oh---oh (unintelligible)
1231:29	21R	interesting okay
1231:30	36RA	we're trying to get a report *(out of a plane to see if we can figure out what kind of altitude he's at) or if they have any idea
1231:35	21R	alright i'll see what i can uh come up with here
1231:38	36RA	alright thanks
1231:39	21R	november seven five november
1231:39	36R	maintain three thousand one hundred report keene in sight for visual approach
1231:44	N3337J	okay thirty one hundred and i think we're going to need the i l s today
1231:56	36R	beechcraft three seven juliet roger cross cahow at or above three thousand one hundred cleared i l s approach *(in to) keene
1232:01	N3337J	okay thirty one hundred at cahow we are cleared for the i l s three thirty three seven juliet

1232:08	36R	nice day here in nashua didn't even check the keene weather
1232:14	N3337J	*(yeah) i got that little bank of fog sitting right over the airport shouldn't be there long though
1232:18	36R	yeah awas reporting uh wind calm visibility one quarter of *(a) mile sitting overcast at *(one fifty) temperature is one three and the uh dew point is missing
1232:30	N3337J	okay sir thank you
1232:32	36R	altimeter keene three zero one zero
1233 1233:18	N6345D	good morning boston center comanche november six three four five delta
1233:22	36R	comanche six three four five delta go ahead
1233:25	N6345D	yeah we're about fifteen miles west of keene climbing to seven thousand five hundred enroute to burlington like for you to squawk for advisories please
1233:33	36R	comanche four five delta squawk three five four three
1233:37	N6345D	uh that's three five four three for four five delta thanks
1233:56	36R	commutair twenty uh four thirty three descend and maintain five thousand
1234 1234:01	UCA2433	out of thirteen for five thousand twenty four thirty three
1234:04	36R	commutair twenty four thirty three expedite your descent through seven please

1234:10	UCA2433	through uh seven commutair twenty four thirty three
1234:46	36R	commutair twenty four thirty three contact manchester approach one three four point seven five
1234:50	UCA2433	over to manchester twenty four thirty three good day
1235 1235:05	COA389	hello boston continental three eighty nine *(down to twenty one five) descending to flight level one eight zero
1235:08	36R	continental three eighty nine boston center roger cross two five miles west of manchester at nine thousand manchester altimeter three zero zero seven
1235:16	COA389	twenty five west of manchester at niner thousand and uh three zero zero seven continental three eighty nine
1236 1236:03	36R	commutair twenty four thirty three contact manchester approach one three four point seven five
1236:25	N43970	center good morning four three nine seven zeros checkin in crossing six thousand for eight thousand five hundred good morning
1236:31 1237	36R	november nine seven zero boston center roger

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Canan Sector, Sector 21, Radar Position for the time period from September 11, 2001, 1226 UTC to September 11, 2001, 1238 UTC.


Agencies Making Transmissions

Abbreviations

Boston ARTCC Canan Sector Radar Position
Malaysian Airlines System Flight 90
Continental Express/Air Mike Express (Jet Link) Flight 4122
Pennsylvania Commuter Airlines, Inc. Flight 3586
Pennsylvania Commuter Airlines, Inc. Flight 3899
Delta Air Lines, Inc. Flight 2031
Golden Eagle 6275N
Boston ARTCC Gardner Sector Radar Associate Position
Delta Air Lines Inc. Flight 2315
Bradley Terminal Radar Approach Control
Delta Air Lines Inc. Flight 1489
Continental Express/Air Mike Express (Jet Link) Flight 4009
Unknown
Pennsylvania Commuter Airlines, Inc. Flight 3536

21R
MAS90
BTA4122
ALO3586
ALO3899
DAL2031
N6275N
36RA
DAL2315
BDA
DAL1489
BTA4009
UNK
ALO3536

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1226:00	21R	malaysian ninety contact boston center one three four point three good morning
1226:04	MAS90	one three four three malaysian ninety heavy good morning
1226:54	21R	jet link forty one twenty two contact bradley approach one two five point three five good morning
1227:00	BTA4122	twenty five thirty five you guys have a good day forty one twenty two
1227:02	21R	thank you
1227:35	ALO3586	center good morning allegheny thirty five eighty six checkin in we're at niner and a half for one zero thousand
1227:41	21R	allegheny thirty five eighty six climb and maintain one six thousand
1227:44	ALO3586	six thousand allegheny thirty five eighty six
1228		
1228:19	21R	allegheny thirty eight ninety nine contact boston center one two three point seven five
1228:25	ALO3899	twenty three seventy five we'll talk to you allegheny thirty eight ninety nine
1228:29	21R	see ya
1228:37	DAL2031	boston delta twenty thirty one two one zero for one eight zero

1228:42	21R	deltas twenty thirty one boston center good morning
1228:53	ALO3899	(unintelligible) that frequency once again for allegheny thirty eight ninety nine
1228:58	21R	twenty three seventy five
1229:00	ALO3899	twenty three seventy five thank you
1229:35	N6275N	boston golden eagle six two seven five november uh sixteen point one for fifteen thousand good morning
1229:41	21R	golden eagle six two seven five november boston center good morning
1230 1230:42	21R	delta twenty thirty one you're cleared direct to bradley cross thirty to the northwest of bradley at and maintain one one thousand
1230:49	DAL2031	okay direct to bradley at this time and cross thirty two north at uh eleven thousand for delta twenty thirty one
1230:55	21R	thirty out at eleven and the altimeter for bradley three zero zero niner
1230:59	DAL2031	okay thirty out and thirty o nine thank you
1231:02	21R	go ahead (unintelligible)
1231:03	36RA	hey delta twenty thirty one you still talkin to him

1231:06	21R	yes i have him
1231:07	36RA	see the primary just south of him by about six miles
1231:10	21R	uh wait a minute here i gotta turn my primary on its shut off--- okay (unintelligible)
1231:15	36RA	are you lookin at seven five november there too
1231:18	21R	no american eleven huh (unintelligible)
1231:19	36RA	(unintelligible) the problem is we don't know what altitude he's at and we're trying to get a report we've lost everything radios communication everything with him we think it's a hijack we don't know yet though
1231:23	21R	oh---oh (unintelligible)
1231:29	21R	interesting okay
1231:30	36RA	we're trying to get a report *(out of a plane to see if we can figure out) what kind of altitude he's at or if they have any idea
1231:35	21R	alright i'll see what i can uh come up with here
1231:38	36RA	alright thanks
1231:39	21R	november seven five november boston
1231:42	N6275N	seven five november go ahead

1231:43	21R	yeah you have traffic at uh twelve oclock ten miles south bound it's uh an american jet and uh we've lost all radio contact with him we don't know what altitude he's at you don't by any chance anything out there do you
1231:57	N6275N	uh let me look around a bit i'll call you right back
1232		
1232:26	N6275N	boston seven five november uh no joy on the air *(traffic)
1232:30	21R	*(alright thanks for checkin)
1232:32	N6275N	(unintelligible)
1232:39	21R	delta twenty three fifteen boston
1232:45	21R	try delta twenty three fifteen again
1232:56	21R	delta twenty three fifteen boston center
1233		
1233:02	21R	bradley twenty six delta twenty three fifteen uh try him again
1233:07	DAL2315	center good morning delta twenty three fifteen is with ya level one zero thousand ten thousand
1233:08	BDA	yeah he came back *(he should be with ya)
1233:11	21R	delta twenty three fifteen climb to one seven thousand fly heading two four zero for the climb

1233:15	DAL2315	two four zero and up to seventeen thousand delta twenty three fifteen
1233:20	21R	i got him
1233:30	21R	alleggheny thirty five eighty six boston center one two one point three five
1233:34	ALO3586	twenty one thirty five alleggheny thirty five eighty six
1233:39	DAL1489	boston center delta eighteen forty nine heavy seven thousand for ten thousand
1233:43	21R	delta fourteen eighty nine good morning climb and maintain one seven thousand two fifty knots til further advised
1233:48	DAL1489	delta fourteen eighty nine seventeen thousand two fifty on the speed
1233:53	21R	november six two seven five november descend and maintain one one thousand
1233:57	N6275N	out of fifteen for eleven seven five november
1234		
1234:01	BTA4009	boston center jet link four thousand nine level at (unintelligible) one seven zero one seven thousand
1234:05	21R	jet link four thousand nine one seven thousand morning
1234:06	UNK	(unintelligible)

1234:30	21R	delta twenty three fifteen turn right direct to pawling
1234:33	DAL2315	roger direct to pawling delta twenty three fifteen
1234:36	21R	delta twenty thirty one bradley approach one two five point three five
1234:40	DAL2031	delta twenty thirty one two five three five good day
1234:43	21R	good day
1235		
1235:13	ALO3536	and allegheny thirty five thirty six one one thousand
1235:18	21R	allegheny thirty five thirty six uh good morning one one thousand
1235:28	21R	delta twenty three fifteen boston center one two five five seven
1235:31	DAL2315	one two five five seven delta twenty three fifteen
1235:34	21R	jet link four thousand descend and maintain one six thousand
1235:37	BTA4009	descend and maintain one six thousand jet link four thousand nine
1236		
1236:06	21R	november seven five november turn right direct to pawling
1236:09	N6275N	direct pawling seven five november

1236:36	21R	november six two seven five november contact the uh boston center one two eight point one
1236:43	N6275N	twenty eight ten for boston six two seven five november thanks see ya
1236:47	21R	*(see ya)
1236:57	21R	delta fourteen eight nine normal speed one two five five seven good day
1237:01	DAL1489	delta fourteen eighty nine normal speed two five five seven
1237:16	21R	alleggheny thirty five thirty six albany approach one two five point zero
1237:20	ALO3536	one two five zero alleggheny thirty five thirty six have a good day
1237:23	21R	good day jet link four thousand nine boston center on one three four point three
1237:27	BTA4009	thirty four three jet link four thousand nine we'll see ya
1237:30 1238	21R	*(see ya)

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 25, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Stewart Sector, Sector 05, Radar Position for the time period from September 11, 2001, 1226 UTC to September 11, 2001, 1237 UTC.

Agencies Making Transmissions

Abbreviations

Boston ARTCC Stewart Sector Radar Position
Unknown
Malaysian Airlines System Flight 90
Air Canada, Inc. Flight 1071
Navajo 340MC
Northwest Orient Airlines, Inc Flight 1152
N770D
N8965Y
New York ARTCC Elmira Sector
New York ARTCC Lake Henry Sector
Boston ARTCC Athens Sector Radar Associate Position
New York ARTCC East Texas Sector

05R
UNK
MAS90
ACA1071
N340MC
NWA1152
N770D
N8965Y
ZNY34
ZNY51
38RA
ZNY42

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Eileen E. Bull
Supervisory Air Traffic Assistant
Boston ARTCC

1226:00 05R

*(contact new york approach) on one two seven point six

1226:03	UNK	twenty seven six six seventy five good morning
1226:11	MAS90	boston center malaysian ninety heavy good morning one six thousand
1226:15	05R	malaysian ninety heavy boston center roger good morning the stewart altimeter is three zero one four
1226:21	MAS90	three zero one four malaysian ninety heavy
1226:35	ACA1071	boston center good morning air canada ten seventy one now one eight o
1226:38	05R	air canada ten seventy one boston center roger good morning
1226:57	N304MC	*(and good morning) boston center navajo three zero four mike charlie is with you level at eight
1227:01	05R	navajo three zero four mike charlie boston center roger poughkeepsie altimeter is uh three zero one four
1227:07	N304MC	three zero one four thanks for mike charlie
1227:11	NWA1152	morning boston northwest eleven fifty two is out of thirteen point five for one eight zero
1227:15	05R	northwest eleven fifty two boston center roger good morning
1227:23	05R	air canada ten seventy one say airspeed

1227:29	ACA1071	we're at two ninety knots ten seventy one
1227:30	05R	roger malaysian ninety reduce speed to two zero eight knots
1227:34	ACA1071	two eighty knots air canada ten seventy one
1227:36	05R	air canada ten seventy one negative i want you to maintain three hundred knots or greater
1227:41	ACA1071	three hundred or better air canada ten seventy one
1227:43	05R	malaysian ninety reduce speed to two zero eight knots
1227:47	MAS90	*(malaysian) ninety heavy *(two eight zero knots)
1228 1228:33	05R	air canada ten seventy one ah you can proceed direct flosi and cross flosi at and maintain seven thousand the stewart altimeter is ah three zero one four
1228:42	ACA1071	okay direct flosi and flosi at seven thousand air canada ten seventy one
1228:47	05R	seven seven zero delta descend and maintain six thousand
1228:51	N770D	six thousand seven seven zero delta
1228:57	05R	november eight niner six five yankee contact boston center on one two eight point one

1229:03	N8965Y	nine six five yankee going *(over to boston) on one two eight point one good day
1229:24	05R	*(malaysian) ninety descend and maintain niner thousand and the stewart altimeter three zero one four
1229:30	MAS90	two niner thousand altimeter three zero one four malaysian ninety heavy
1229:39	05R	northwest eleven fifty two descend and maintain one seven thousand seventeen the ah stewart altimeter three zero one four
1229:47	NWA1152	okay departing ah one eight zero for one seven thousand three zero one four northwest eleven fifty two
1229:57	ZNY34	rockdale thirty line elmira
1230		
1230:03	ZNY51	hancock thirty one lake henry
1230:26	ZNY51	hancock thirty one lake henry
1230:30	05R	seven seven zero delta contact ah new york approach on one two seven point six
1230:38	N770D	one two seven point six for seven zero delta good day
1230:54	05R	malaysian ninety fly heading of two six zero in trail spacing
1230:59	MAS90	heading two six zero malaysian ninety heavy

1231:01	05R	northwest eleven fifty two descend and maintain one four thousand
1231:06	NWA1152	down to one four thousand northwest eleven fifty two
1231:37	05R	*(stewart)
1231:38	38RA	ah yes let me see here let me point this guy to you if you're not watching him already american eleven we have no idea what altitudes he's at we believe there is someone in the cockpit with him we don't know where he's going
1231:50	05R	k t
1231:51	38RA	s o
1232		
1232:09	ZNY51	hancock thirty one lake henry
1232:23	ZNY42	kingston ninety three line east texas
1232:25	ZNY34	rockdale thirty line elmira
1232:30	ZNY34	rockdale thirty
1232:53	05R	northwest eleven fifty two descend and maintain one one thousand
1232:58	NWA1152	down to one one thousand northwest eleven fifty two

1233:32	05R	northwest eleven fifty two ah contact boston center now on ah one two eight point one
1233:39	NWA1152	ah one twenty eight point nine northwest eleven fifty two
1233:42	05R	that's twenty eight one
1233:44	NWA1152	twenty eight one for northwest eleven fifty two
1233:46	05R	malaysian ninety direct sparta direct newark
1233:51	05R	malaysian ninety direct sparta direct newark
1233:54	MAS90	ah roger malaysian nine zero heavy direct sparta direct *(newark)
1234		
1235		
1235:42	05R	air canada ten seventy one contact ah new york approach on one two zero point one five
1235:49	ACA1071	twenty fifteen air canada ten seventy one *(so long)
1236		
1236:04	05R	malaysian ninety descend and maintain seven thousand you can resume your normal speed
1236:10	UNK	(unintelligible)
1236:11	MAS90	(unintelligible) seven thousand malaysian nine zero heavy ah four two four enough be okay
1236:16	05R	that'll be fine

ZBW-ARTCC-

AAL11

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1236:50 ZNY51 hancock thirty one lake henry
1237

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 19, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Utica Sector, Sector 09, Radar Associate Position for the time period from September 11, 2001, 1227 UTC to September 11, 2001, 1238 UTC.

Agencies Making Transmissions

Boston ARTCC Utica Sector Radar Position
American Airlines Inc. Flight 1757
New York ARTCC Lake Henry Sector
Air Canada Flight 312
New York ARTCC Elmira Sector
Learjet N860S
Unknown
Montreal Centre Granby Sector
King Air N1509G
Montreal Centre Montreal Sector
Boston ARTCC Athens Sector Radar Associate Position
Boston ARTCC Utica Sector Radar Associate Position
Northwest Orient Airlines, Inc. Flight 197
Cleveland ARTCC Niagara Sector
United Airlines, Inc. Flight 505
Montreal Centre Quebec Sector

Abbreviations

09R
AAL1757
ZNY51
ACA312
ZNY34
N860S
UNK
ZULG
N1509G
ZULM
38RA
09RA
NWA197
ZOB38
UAL505
ZULQ

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:

Robert K. Jones
Support Specialist, Quality Assurance
Boston ARTCC

1227

1228

1228:17 09R american seventeen fifty seven can i get you to do me a favor

1228:27 AAL1757 go ahead for seventeen fifty seven

1228:30 09R american seven fifty seven can you just go through company to try to reach an american eleven for me and if you can get him just have him contact boston on this frequency

1228:37 AAL1757 we'll give it a shot american eleven

1229

1229:48 ZNY51 hancock thirty one lake henry

1229:50 09R air canada three twelve descend and maintain flight level two six zero

1229:54 ACA312 two six zero air canada three twelve

1229:56 09R american seventeen fifty seven cleared direct london contact cleveland center on one two zero point six two

1229:57 ZNY34 rockdale thirty one elmira

1230

1230:02 AAL1757 twenty sixty two direct london american seventeen fifty seven and we're working on american eleven for you

1230:03 ZNY51 hancock thirty one lake henry

1230:18 N860S morning boston center learjet eight six zero sierra with you flight level three nine zero

1230:29	ZNY51	hancock thirty one lake henry
1230:34	N860S	morning boston center learjet eight six zero sierra with you flight level three niner zero
1230:43	09R	eight six zero sierra boston center roger
1230:52	UNK	rockdale ninety seven this is
1231		
1231:14	ZULG	surry granby seventy one point out
1231:47	N1509G	boston good morning king air one five zero nine golf out of eight for six direct to the massena airport
1231:53	09R	one five zero niner golf boston center are you expecting a visual
1231:56	N1509G	yeah we were hoping on it
1231:59	09R	o k
1232		
1232:07	ZULM	montpelier montreal eighty one line handoff
1232:08	38RA	okay appreciate it thank you go ahead nine
1232:10	09RA	yeah did you try a one twenty one five for american eleven
1232:12	38RA	we've tried everything on him
1232:13	09RA	okay

1232:14	38RA	thank you
1232:19	NWA197	boston northwest one ninety seven at three one zero
1232:22	09R	northwest one ninety seven boston center roger
1232:24	ZNY34	rockdale thirty line elmira
1232:29	ZNY34	rockdale thirty
1233		
1233:13	09R	air canada three twelve contact boston center one two six point four seven
1233:19	ACA312	one two six four seven air canada three one two
1234		
1234:52	ZOB38	rockdale niagara ninety seven line
1234:56	N1509G	and boston one five zero nine golf would ah like lower when able
1234:59	09R	one five zero nine golf descend and maintain five thousand
1235:02	ZOB38	rockdale niagara ninety seven line
1235:04	N1509G	right down to five thousand zero niner golf
1235:12	09R	one five zero nine golf the only notam on it is that the ah the massena ceilings are unreliable on their weather reporting i believe

1235:21	N1509G	yeah that's what ah there's a pretty good cloud deck but ah i think there's enough breaks in it that ah can you get us down to three thousand feet
1235:28	09R	yeah i just needed you to cross the line november zero nine golf descend and maintain three thousand
1235:34	N1509G	yeah i think that'll work three thousand if not we'll plan on going out to the v o r doin the v o r but i think this will work we're out of ah five point five for three thousand zero nine golf
1235:43	09R	roger northwest one ninety seven climb and maintain flight level three five zero
1235:45	NWA197	three five zero northwest one ninety seven
1236		
1236:09	UNK	(unintelligible) rock (unintelligible)
1236:22	ZOB38	rockdale niagara ninety seven line
1236:49	ZNY51	hancock thirty one (unintelligible) *(handoff)
1236:49	UNK	lincoln (unintelligible)
1236:52	N1509G	boston center kingair one five zero nine golf we've got the airport in sight i would to like to cancel i f r *(at this time)
1236:53	UAL505	boston center united five zero five level three five *(zero)
1236:58	09R	one five zero niner golf no traffic observed between you and the airport squawk twelve hundred frequency change approved

1237

1237:04 N1509G thank you see you this afternoon zero nine golf

1237:06 UNK (unintelligible) *(two seventy three good)

1237:09 09R who else called

1237:11 UAL505 it was united five o five checkin in three five zero mostly smooth
have you got any reports down the line

1237:15 09R united five zero five boston center roger no complaints lately

1237:19 UAL505 thank you

1237:27 ZULQ surry handoff from quebec

1237:40 ZULG plattsburgh granby handoff
1238

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

ZBW-ARTCC-148
AAL11

Subject: **INFORMATION:** Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: January 28, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Kingston Sector, Sector 20, Radar Position for the time period from September 11, 2001, 1231 UTC to September 11, 2001, 1244 UTC.

Agencies Making Transmissions

Abbreviations

N876G
United Air Lines Inc. Flight 175
Boston ARTCC Kingston Sector Radar Position
United Air Lines Inc. Flight 467
U S Air Flight 583
Atlantic Coast Airlines d/b/a United Express (Blue Ridge) Flight 6126
Unknown
Continental Air Lines Inc. Flight 683
Bombardier Business Jet Solutions, Inc. (Flexjet) Flight 420
Delta Air Lines Inc. Flight 351
Delta Air Lines Inc. Flight 2315
Delta Air Lines Inc. Flight 1489
Delta Air Lines Inc. Flight 2433
United States Military Flight
Delta Air Lines Inc. Flight 1043
United States Military Flight
New York ARTCC Elmira Sector
New York ARTCC Lake Henry Sector
New York ARTCC Kennedy Sector
Air Canada Flight 702
Air Canada Flight 307

N876G
UAL175
20R
UAL467
USA583
BLR6126
UNK
COA683
LXJ420
DAL351
DAL2315
DAL1489
DAL2433
MOVER22
DAL1043
HUNT20
ZNY34
ZNY51
ZNY56
ACA702
ACA307

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:



Lucius V. Free
Support Specialist, Training/Quality Assurance
Boston ARTCC

1231		
1231:02	N876G	(unintelligible) eight seven six golf
1231:05	UAL175	boston good morning united one seventy five is out of two eight o for three one o
1231:07	20R	united one seventy five boston center roger good morning
1231:12	20R	united four sixty seven contact new york center one two seven point one seven
1231:17	UAL467	one twenty seven seventeen united four sixty seven good day
1231:22	USA583	center u s air five eighty three is with ya out of twenty nine and a half for three one zero
1231:31	20R	u s air five eighty three boston center roger
1231:58	20R	blue ridge one twenty six contact boston center one three five point three two
1232:03	BLR6126	three five three two now blue ridges one twenty six so long

1232:06	20R	november eight seven six golf contact boston center one three five point three two
1232:11	N876G	three five thirty two eight seven six golf see ya
1232:21	20R	you hear this john we're doing twenty to charlotte twenty to (unintelligible) we just had a bunch to atlanta so hopefully they're just about done la guardia started twenty that hasn't been a problem (unintelligible)
1232:32	UNK	what about this american
1232:33	20R	continental six eighty three contact new york center one two seven point one seven
1232:38	COA683	two seven one seven continental six eighty three see ya
1232:40	20R	they're gone he can go he's over sparta you heard about him he's stopped at thirty one i guess he's no factor with him now ah they're gone he might be a factor with him that's the only i don't know what you want to do there keeps going south though he'll go behind it so and ah and that's it
1232:58	UNK	alright
1232:59	20R	alright
1233 1233:45	20R	flexjet four twenty contact ah new york center on one two standby one
1233:53	20R	and ah jetlink forty two twenty contact new york center on one two seven point one seven

1234		
1234:01	20R	i'm sorry flexjet four twenty contact new york center one two seven point one seven
1234:06	LXJ420	one two seven point one seven flexjet four twenty so long
1234:18	20R	delta three fifty one contact new york center one three correction one two seven point one seven
1234:23	DAL351	two seven one seven delta three fifty one
1234:26	20R	u s air five eighty three climb and maintain flight level three five zero
1234:29	USA583	three five zero u s air five eighty three
1235		
1235:11	20R	u s air five eighty three ah cleared direct solberg
1235:15	USA583	direct solberg u s air five eighty three
1235:44	DAL2315	hello boston good morning delta twenty three fifteen is with you climbing to seventeen one seven thousand
1235:50	20R	delta twenty three fifteen boston center roger climb and maintain ah flight level two eight zero
1235:58	DAL2315	up to two eight o delta twenty three fifteen
1236		
1236:04	20R	u s air five eighty three boston

1236:07	USA583	five eighty three go ahead
1236:08	20R	how's the visibility
1236:10	USA583	ah it's unlimited it's clear and ah no clouds it's great
1236:14	20R	i want you to look out your right side maybe your ah three o'clock and about ten miles we got an american ah seven six seven we are ah lost contact with and ah i want ta ah i want to know if you can tell me if he's over at roughly twenty nine thousand feet there we're showing him at twenty nine we can't verify that
1236:34	USA583	okay we're not showing anybody on the ah tcas but just a second we're looking over there and see if we can spot him
1236:40	20R	right he'd be about right of roger there turn right now he'll probably be about your ah three o'clock right now
1236:52	USA583	ah we can't spot him yet how many miles off to the three o'clock position
1236:56	20R	he's about seven miles right now and he's heading southbound
1237		
1237:04	20R	united one seventy five boston
1237:07	UAL175	one seventy five go ahead sir
1237:08	20R	roger you have traffic look at your ah twelve to one o'clock at about ah ten miles south bound see if you can see an american seven sixty seven out there please

1237:18	UAL175	okay we're looking negative contact one seventy five
1237:21	20R	u s air five eighty three can you see it
1237:25	USA583	five eighty three we still don't have him yet sir we're looking
1237:30	DAL1489	delta fourteen eighty nine heavy out of sixteen for seventeen thousand
1237:36	20R	delta fourteen eighty nine heavy boston roger
1237:40	USA583	(unintelligible) at three o'clock approximately at twenty nine thousand looks like he's gonna pass ah behind us here in just a minute or two
1237:52	20R	okay now could you does he look like he's about roughly twenty nine thousand feet
1237:56	USA583	yes sir that's obviously just an estimate but that looked just about right for him
1238:00	20R	okay united one seventy five do you have him at your twelve o'clock and five ten miles
1238:05	UAL175	affirmative we have him ah he looks about twenty seven twenty nine twenty eight thousand
1238:11	20R	okay thank you
1238:13	20R	u s air five eighty three contact new york center one two seven point one seven

1238:18	USA583	twenty seven seventeen u s air five eighty three we'll see ya
1238:24	20R	united one seventy five turn thirty degrees to the right i want to keep you away from this traffic
1238:25	UNK	rockdale on the ninety eight line
1238:29	UAL175	thirty degrees to the right united one seventy five heavy
1238:34	DAL2433	center delta twenty four thirty three checking in at three one o
1238:41	20R	delta ah twenty four thirty three boston center roger
1238:44	20R	mover two two are you on
1238:46	MOVER22	boston center mover two two is level two four zero
1238:49	20R	mover two two roger
1238:50	20R	delta fourteen eighty nine climb and maintain ah flight level two eight zero
1238:55	DAL1489	delta fourteen eighty nine heavy climb to two eight zero
1239:00	DAL1043	good morning boston delta ten forty three thirty seven three for three nine o
1239:08	20R	alright who's that calling

1239:10	DAL1043	delta ten forty three out of thirty seven for thirty nine
1239:12	20R	delta ten forty three boston roger
1239:14	20R	delta three fifty one boston
1239:25	HUNT20	boston center hunt two zero's with you flight level two zero zero
1239:29	20R	hunt two zero boston center roger
1239:33	20R	united one seventy five cleared direct sparta
1239:36	UAL175	direct sparta united one seventy five
1239:41	20R	united one seventy five contact new york center one two seven point one seven
1239:44	UAL175	one two seven one seven united one seventy five
1240		
1240:04	ZNY34	rockdale thirty line elmira
1240:11	20R	delta twenty three fifteen cleared direct solberg
1240:14	DAL2315	direct solberg delta twenty three fifteen
1240:24	20R	delta ah fourteen eighty nine ah fly heading of two seven zero climb and maintain flight level three nine zero

1240:31	DAL1489	delta fourteen eighty nine heavy two seventy heading climb to two seven zero three nine zero
1240:55	20R	mover two two contact boston center one three five point three two
1240:58	MOVER22	thirty five thirty two for mover two two
1241:20	ZNY51	de lancy thirty this is ah lake henry
1241:31	20R	delta fourteen eighty nine cleared direct solberg i'm sorry delta fourteen eighty nine cleared direct sparta
1241:37	DAL1489	delta fourteen eighty nine direct sparta
1241:38	ZNY34	rockdale thirty line elmira
1241:57	ZNY56	hey kingston on the ninety three line
1241:59	UNK	(unintelligible)
1242:00	20R	yeah
1242:01	UNK	continental can i keep him climbing
1242:03	20R	yeah i'm sorry i wasn't um
1242:04	UNK	okay

1242:07	ZNY34	rockdale thirty line elmira
1242:15	20R	delta twenty three fifteen increase your rate of climb through two four o please
1242:21	DAL2315	alright ah we'll go as fast through two four o delta (unintelligible)
1242:42	20R	delta twenty three fifteen contact ah new york center one two seven point one seven
1242:46	DAL2315	one two seven one seven delta twenty three fifteen
1243		
1243:06	ACA702	boston air canada seven o two at one eight o
1243:09	20R	air canada seven o two boston center correction ah air canada seven o two roger
1243:19	20R	delta twenty four thirty three contact new york center one two seven point one seven
1243:24	DAL2433	delta twenty four thirty three two seven one seven
1243:29	ACA702	(unintelligible) seven o two at one eight o
1243:34	20R	air canada seven o two contact boston center on one two eight point one
1243:38	ACA702	one two eight point one confirm for air canada seven o two
1243:42	20R	air canada seven o two affirmative

1243:43	ACA702	*(okay)
1243:44	ACA307	(unintelligible) seven two zero five for two three zero
1243:51	20R	alright who's that calling
1243:55 1244	ACA307	air canada three zero seven two zero seven for two three zero

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.



U.S. Department
of Transportation
**Federal Aviation
Administration**

Memorandum

AAL11
ZBW-ARTCC-148

Subject: INFORMATION: Full Transcript; Aircraft
Accident; AAL11; New York, NY;
September 11, 2001

Date: April 12, 2002

Reply To
Attn of:

From: Boston ARTCC

To: Aircraft Accident File ZBW-ARTCC-148

This transcription covers the Boston ARTCC Military Operations Specialist Position for the time period from September 11, 2001, 1232 UTC to September 11, 2001, 1259 UTC.


Agencies Making Transmissions

Northeast Air Defense Command
Boston ARTCC Military Operations Position
U S Military Giant Killer
Unknown

Abbreviations

HUNTRESS
MOS
GKILL
UNK

I hereby certify that the following is a true transcription of the recorded conversations pertaining to the subject aircraft accident involving AAL11:


Karen L. Goff
Quality Assurance Technician
Boston ARTCC

1232
1233
1234
1235
1236
1237

1237:52 HUNTRESS huntress weapon sargent powell

1237:54 MOS hi boston center t m u we have uh a problem here we
have a hijacked aircraft headed towards new new york
and we need you guys *(to we) need someone to

scramble some f sixteens or something up there *(to help us out)

1238:06 HUNTRESS is is this real world or exercise

1238:08 MOS no this is not an exercise not a test

1238:10 HUNTRESS okay hey uh hold on one second okay

1238:13 MOS yep

1239:00 HUNTRESS sir

1239:01 MOS yes sir

1239:02 HUNTRESS yeah i got an m c c coming in right now to talk to you so you can handle all that

1239:05 MOS thank you

1239:06 HUNTRESS alright

1239:25 HUNTRESS hi this is major deskins

1239:27 MOS hi joe cooper boston center we have a hijacked aircraft headed towards the new york metro area wonderin if you could um send someone up there some f sixteens or somethin---help us out maybe out maybe out of otis

1239:29 HUNTRESS hi joe

1239:36	HUNTRESS	new york metro okay---do you have a mode three on it
1239:40	MOS	no there no it's just a primary target only we lost uh we lost the uh mode mode c on it so you'd have to get up in the air and we would have to vector you towards the aircraft
1239:50	HUNTRESS	okay so you'd want to control the intercept because uh you
1239:52	MOS	we'd have to yes until until you guys pick him up on primary radar
1239:53	HUNTRESS	you have to right
1239:56	HUNTRESS	okay so you have a general location as to where he is
1239:58	MOS	we're still tracking him right now
1240:00	HUNTRESS	you're trackin him
1240:01	MOS	yeah he's
1240:01	HUNTRESS	can can you give me a lat long where you think he is as far as (unintelligible)
1240:04	MOS	yeah hold on a second
1240:35	MOS	alright current uh coordinates are uh let's see four one one five north
1240:42	HUNTRESS	four one one five north

1240:43	MOS	zero seven three four six west
1240:45	HUNTRESS	zero seven three four six west
1240:48	MOS	and approximate heading is one nine zero
1240:51	HUNTRESS	one nine zero
1240:52	MOS	three hundred and eighty seven knots
1240:53	HUNTRESS	three hundred and eighty seven knots
1240:54	MOS	last known altitude is flight level two nine zero but we cannot confirm that
1240:58	HUNTRESS	two nine zero do you have time to give me any other amp amplifying information on it
1241:03	MOS	uh you want the type and stuff what do mean what do you want (unintelligible)
1241:05	HUNTRESS	yeah like passengers on board uh---where it came from
1241:16	MOS	seven sixty seven two hundred series no idea how many people on board right now they came from boston they were supposed to be going to l a and they're headed south they're goin the wrong way obviously (unintelligible)
1241:17	HUNTRESS	yep
1241:26	HUNTRESS	okay okay

1241:27	MOS	okay---and uh
1241:28	HUNTRESS	thank you very much
1241:29	MOS	so where are they comin who are you gonna send do you know yet
1241:31	HUNTRESS	uh that determination hasn't been made yet uh let me if you could hold on just moment i'm gonna get uh we've got some coordination going on right now i think they said they were going to put otis on battle station that's who i would uh anticipate the aircraft to be uh based on going to j f k they would be our closest asset
1241:46	MOS	okay---okay let me give you my uh commercial number in case we get disconnected here
1241:52	HUNTRESS	okay
1241:53	MOS	six o three
1241:54	HUNTRESS	six o three
1241:55	MOS	eight seven nine
1241:56	HUNTRESS	eight seven nine
1241:57	MOS	six six six six
1241:58	HUNTRESS	six six oh that's a scary number six six six six and your number again sir---joe

1242:01	MOS	joe cooper
1242:04	HUNTRESS	cooper
1242:05	MOS	yeah you can talk to anyone here everybody knows what's going on
1242:07	HUNTRESS	okay---okay
1242:08	MOS	alright so yeah so i'll stay on i'll stay on hold and give me the call signs at least so we can give them priority and get em goin
1242:12	HUNTRESS	okay standby
1243		
1244		
1245		
1246		
1247		
1247:42	GKILL	hampton giant killer fifty nine line
1247:58	UNK	say again initials
1248		
1248:45	GKILL	sardi giant killer fifty nine line activating one o five
1249		
1249:06	GKILL	cape giant killer fifty nine line
1250		
1251		
1251:14	GKILL	cape giant killer fifty nine line *(activate)
1252		
1252:02	MOS	scoggins t m u
1252:06	HUNTRESS	hey good morning sagent powell callin from huntress

1252:08	MOS	yes
1252:09	HUNTRESS	hey i just wanted to make sure that uh your guys know that we're not gonna control it your guys are gonna have em on the radio
1252:13	MOS	we well we don't have em on the radio but yeah he's keying the mic on whatever frequency he has we we don't know if he's taking any switches do you know if you guys are gonna scramble all at all
1252:21	HUNTRESS	yeah we scrambled at uh uh four six
1252:23	MOS	okay and where at at atlantic city or
1252:25	HUNTRESS	no uh otis
1252:26	MOS	they did scramble out of otis
1252:27	HUNTRESS	yeah
1252:28	MOS	okay so they
1252:29	HUNTRESS	they should should be airborne any second now
1252:30	MOS	should be airborne any second did you get any height finding on him
1252:32	HUNTRESS	uh no uh we're lookin right now for everything we don't see a thing yet
1252:35	MOS	do do you the target itself

1252:37 HUNTRESS we have the approximate location where it was uh we don't we don't a mode three or anything

1252:41 MOS no yeah uh we didn't have a mode three either i didn't know if you had a primary on him but---we lost radar on him that was about uh five minutes ago he was eight miles east of uh of j f k so i assume he's probably about twenty miles southeast of j f k now or south almost due south

1252:54 HUNTRESS oh southeast

1252:55 MOS yeah he's probably almost south now

1252:57 HUNTRESS okay alright thank you

1252:58 MOS okay and uh if you you do get a hit on him or you track him up uh please let us know call us back

1253:04 HUNTRESS alrighty

1253:05 MOS okay thank you

1253:06 HUNTRESS thanks bye
1254
1255
1256
1257
1258
1259

End of Transcript

*This portion of the re-recording is not entirely clear, but this represents the best interpretation possible under the circumstances.

ZBW-ARTCC-148
AAL11

Section 10.
FAA Form 8020-3, Facility Accident Notification Record

FACILITY ACCIDENT/INCIDENT NOTIFICATION RECORD

AAL11

9/11/01

The order and number of calls will be determined by the situation involved.

	Phone No.	Time	Initials	
			Caller	Recipient
Airport Emergency Equipment				
Additional Emergency Equipment				
Search & Rescue				
Washington Operations Center ¹	VIA ROC	8:35	BIGG10	UNKNOWN
Region Operations Center	781-238-7001	8:30	BIGG10	SHAW
A000				
G400				
Aviation Weather				
Military Authority				
Airport Authority				
Airway Facilities Sector Manager				
Aircraft Operator				
Facility Manager	SKYTEL	8:37	BIGG10	CDW-1
Area Office				
Police				
NTSB				
FBI	VIA ROC	8:35	BIGG10	UNKNOWN
ZBW-530	SKYTEL	8:37	BIGG10	JOHNSON
ZBW-2	SKYTEL	8:37	BIGG10	MICHAEL
ZBW-531	SKYTEL	8:37	BIGG10	COLES
ATT-4	SKYTEL	8:37	BIGG10	GALLO

¹ Accidents requiring telephone notification to Washington shall be made immediately following notification for emergency equipment and/or search and rescue.

ZBW-ARTCC-148
AAL11

Section 11.
Personnel Statements



PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

NEW YORK, NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is STEPHEN C. ROEBUCK (SR). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 47R position from 1135 UTC to 1207 UTC.
(sector and position) (time) (time)

Text of statement:

ON SEPTEMBER 11, 2001, I WAS THE RAPAR CONTROLLER AT POSITION 47R. TO THE BEST OF MY RECOLLECTION, THE OPERATIONAL EQUIPMENT CONFIGURATION INCLUDED THE FULL DISPLAY OF THE SECTOR BOUNDARIES, CORRECTLY SET ALTITUDE UNITS, AND THE CORRECT SELECTION & DISPLAY OF DATA BLOCK INFORMATION.

THE SECTOR TRAFFIC VOLUME AND COMPLEXITY WAS NORMAL AND CUSTOMARY FOR THE BOSOX SECTOR. DURING MY DUTY-TIME AT THE BOSOX SECTOR I HANDLED AAL11. TO THE BEST OF MY RECOLLECTION, AAL11'S HANDLING BY ME, WAS NORMAL. I CLEARED AAL11 TO CLIMB TO FL230 AND PROCEED DIRECT TO THE GUSTON VORTAC. I RESERVE THE RIGHT TO AMEND OR CHANGE THIS STATEMENT IF NEW OR ADDITIONAL INFORMATION BECOMES AVAILABLE.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Stephen C. Roebuck 10/30/2001
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Richard Beringer (RB). I am employed as an
(name and operating initials in parenthesis)

Air Traffic Controller by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 47 RA position from 1136 UTC to 1228 UTC.
(sector and position) (time) (time)

Text of statement:

I do not remember what the various settings of the operational equipment were at the time of the accident/incident. I did post the AAL 11 strip in the active bay. At 1208 UTC I removed the AAL 11 strip from the active bay.



I certify, to the best of my knowledge and recollection, the above statement is correct.

Richard Beringer 10-31-01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

New York New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Peter A. Zolowsky (ZP). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 46N position from 1147 UTC to 1243+/- UTC.
(sector and position) (time) (time)

Text of statement:

I was working R46 on 9/11/2001. AAL11 checked on frequency and was climbed to FL280 and then FL290. I then turned AAL11 20° right behind DAL1149 so I ^{could} continue AAL11's climb to FL350. AAL11 responded to the turn. I then climbed AAL11 to FL350 and there was no response. I tried calling AAL11 several times. I tried reaching AAL11 on 121.5 with no response. I went back to the previous sector to see if AAL11 had accidentally gone back there. I looked to find another AAL aircraft to see if they could raise AAL11 through company. There were no other AAL aircraft in the vicinity. I called R38 and advised them that AAL11 was last cleared to FL290 and turned 20° right, after R38 accepted the handoff. I continued to watch

I certify, to the best of my knowledge and recollection, the above statement is correct.

Peter Zolowsky 11/11/2001
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation:

AAL11 into R135's airspace, and kept the data block on my scope. I tried several more times to regain contact with AAL11. When I noticed the data block go into CST and turn to the South, I called John Schippani to the sector. I told him that I thought the aircraft had a serious problem. I also told him what I had done to re-establish contact with AAL11. I thought that AAL11 may have been having an electrical or mechanical problem. Soon after this, I heard a foreign voice coming from one of the aircraft on frequency. It was something about returning to the airport. There was then another transmission by a foreign voice that ~~sounded~~²⁰ sounded very threatening. I immediately yelled for the supervisor and let him know that I believed AAL11 was being hijacked. I asked for help since I was alone at the sector, and I wanted someone to help me listen. I asked for a D-side and for another supervisor to be in the aisle. I put the frequency on speaker to get help listening. The controllers at sector 47 were very helpful to me. I told the R47 controller that I was putting UAL175 back on his ~~frequency~~^{2P} frequency and not accepting any aircraft on the frequency. I wanted the frequency to remain clear for transmissions from AAL11. In the interim, I told the supervisor to make sure that all airspace was being blocked, as there was no Mode-C from AAL11. I also told Bob Jones that someone should be pulling the tapes, as it was difficult comprehending the first transmission. I wanted to make sure I didn't miss anything. Sector 46 was combined to sector 47 at some point.

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

There was one other transmission from AAL11. I remained at the sector for several minutes after the last transmission. I left the sector at approximately 1246Z. I don't remember what the various settings of the operational equipment were at the time of the incident.

Pete G. Jones: 11/2/2001



PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9-11-01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)
Bm 3-26-02

My name is Brazalino Martins (No). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 38R position from 1158 UTC to 1249 UTC.
(sector and position) (time) (time)

Text of statement: I was working Sector 38R. I was advised by sector 47 that AAL was nordo, with last assigned ~~alt~~ altitude of FL 290 and on a ~~20~~ Right Turn off his Flight plan course. I attempted to contact AAL numerous time but had ~~no~~ response. I advised supervisor of nordo situation. I had 38R have one of their AAL Flights try to contact AAL. In the area of MARTIN intersection AAL's Transponder was lost. Again I notified Supervisor. I was notified by 47 that there might be somebody in the cockpit and taking it over. While tracking AAL on primary radar I then noticed AAL making a left turn south bound toward IGN sector.

I do not remember what the various settings of the operational equipment were at the time of the accident/incident.

I reserve the right to make changes if new information becomes available.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Brazalino Martins 11-5-01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

NEW YORK NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Shirley Kula (SR). I am employed as an
(name and operating initials in parenthesis)

Operations Supervisor by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 38RA position from 1136 UTC to 1251 UTC.
(sector and position) (time) (time)

Text of statement: The RADAR Controller at Sector 38 TOLD me that AREA C had called him AND TOLD HIM THAT AAL11 WAS on present heading, had been given climb to FL290, and had NOT responded. I observed the (DB) DATA BLOCK for AAL11, NORTH OF COURSE AND DIVERGING FROM HIS ASSIGNED ROUTE OF CHESTER-HANCOCK. The DB reflected an interim altitude of FL290. I ADVISED OS (Operations Supervisor) that we were tracking a NORDO (NO RADIO) AIRCRAFT - AAL11, that we needed communications with. 38R broadcast repeatedly in the blind for AAL11. I changed the DB to reflect NORDO in the remarks section of the flight. I certify, to the best of my knowledge and recollection, the above statement is correct.

Shirley Kula 10/16/01
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation: Plan. ^{the} OS advised that he had called ARINC (AERONAUTICAL RADIO) AND AMERICAN AIRLINES to ask for them to help ^{to} reestablish communications. ^② I heard a controller across the aisle state that he had broadcast on guard for AAL11. I called sector 47 and asked if they had gone back to Boston Approach to try AND REACH AAL11. They had advised that they had not, and that they would. I heard 38R continue to call AAL11 on frequency with no response. In the vicinity of Albany VOR I observed the tracked target disappear. The controller at ^③ 38R changed his equipment settings to track primary targets. I changed AAL11 flight plan to an equipment suffix of "X" to allow the computer to continue to track the flight as a primary target. I advised ^{the} OS that we had lost AAL11's transponder. ^{the} OS from AREA C came to Sector 38 AND ADVISED us that they had reason to believe that someone was in the cockpit and taking control of the airplane. I changed the flight plan in the computer to reflect his route as WATERTOWN - JAMESTOWN, because that appeared to be the direction he was tracking. This would force the

Aimey Kulu 10/16/01

PAGE 3

ZBW-ARTCC-148
AAL11PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation: flight plan information to the next

sector that he looked like he was going to enter.

I observed the DB NORTHWEST of Albany and about to leave the lateral confines of sector 38.

~~I~~ I initiated a hand off to sector 39. I

called sector 39 RA AND told ~~them~~ the controller

that we suspected that AAL11 had someone in

the cockpit, that I had changed the flight plan,

that the last known information we had was that he

was on present heading, climbing to FL290. That

ARINC had been called, we had broadcast ~~on~~ on

guard frequency AND had called company (AMERICAN)

& that FL290 was not verified. I then observed

the track of AAL11 make a hard left turn and

begin to track south. Either myself or the 38 RADAR

controller took the hand off back from sector 39.

I called sector 39 RA and advised the controller

that I had taken back the data block because

the flight had changed directions.

Shirley Kula 10/16/01

PAGE 4 The flight appeared to be heading into sector 20. I called the controller at sector 20RA and pointed out AAL11, west of ALBANY. I advised that he was NORDO, that we assumed he was at FL290, though that was not verified, that we believed someone had taken over the cockpit, AND of ~~the~~ ^{the} the actions we had taken to re-establish communications, & that no one was talking to him. I called sector 24RA and repeated the ~~the~~ ^{the} information above. The controller at 39RA advised me that he had pointed the aircraft out to sector 22. I called the controller at sector 05RA and repeated the above information AND gave them a point out. Sector 10RA called me and stated that DAL9930 had passed behind ~~AAL~~ AAL11 AND STATED that he looked like AAL11 was at FL290. I handed off AAL11 to sector 20. I called ^{the} sector 20RA controller that we had NOT established communications with AAL11. That a DAL9930 west of his position ~~was not~~ ^{was} believed him to be at FL290, that we believed that someone was in the cockpit and had taken control. That we didn't have any more information. Before

10/16/01

Wendy

Wendy

PAGE 5

Shirley Kula
38RA

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AAL11

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation: AAL11 entered sector 20 airspace

I called sector 20RA and reiterated that we had no verification that AAL11 was still at FL290.

I do not ~~rem~~^{re} remember what the various settings of the operational equipment were at the time of the incident/accident.

Shirley Kula
10/16/01

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Jinay Kula
10/16/01

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

New York, NY, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is DAVID A. MCGLAUFLIN (CC). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 39R position from 1218 UTC to 1324 UTC.
(sector and position) (time) (time)

Text of statement:

I received a point at from 39R on AAL11. I accepted the hand off of AAL11's datablock. I observed the ~~datablock~~ target of AAL11 turn left north-west of the ALB VOR prior to entering my airspace. I observed sector 38 take control of the datablock of AAL11. I received coordination from 38RA about them taking control of the datablock of AAL11. I do not remember what the various settings of the operational equipment were at the time of the accident. I reserve the right to ammend my statement if new information becomes available.

I certify, to the best of my knowledge and recollection, the above statement is correct.

David A. McGlauflin 11/5/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Glen T. Poncet (PN). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the Ø9RA position from 1216 UTC to 1322 UTC.
(sector and position) (time) (time)

Text of statement:

I asked 38RA if they had tried to contact
AAL 11 on 121.5.

I do not remember what the various settings
of the operational equipment were at the time
of the incident.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Glen T. Poncet 11/5/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9-11-01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is MARIA MORAN (ET) I am employed as an
(name and operating initials in parenthesis)


CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 10 RA position from 1205 UTC to 1317 UTC.
(sector and position) (time) (time)

Text of statement:

I do not remember what the various settings of the operational equipment were at the time of the accident. I was notified via CRD readout, that AAL 11 was a radio failure and that the transponder failed. I notified my Supervisor, Robert Yalden, of the situation after confirming it with 38D and included to Yalden that AREA B was calling AAL company. ~~they~~ ^{ET} to read when I observed the aircraft heading northwest bound, I asked Yalden to have somebody reroute AAL 11's flight plan in that direction (Watertown, Amesbury) to help keep flight plan accurate and pass data to next sectors/facilities.

I certify, to the best of my knowledge and recollection, the above statement is correct.

 11-2-01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

NEW YORK, NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is MICHAEL R. ROYER (RY). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the ROCKDALE (RID) position from 1236 UTC to 1331 UTC.
(sector and position) (time) (time)

Text of statement: I relieved Don Larsen from the Rockdale radar position. During the relief briefing I was informed that ^(RY) AAL 11 was NORAD, had just become primary only and was turning SOUTH (off course). During the ensuing 10-15 minutes I continued to track AAL 11 as a primary target only as he headed South, seemingly along the Hudson river towards N.Y. I was called a couple of times by the New York Center (ELMIRA SECTOR) for updates on AAL 11's status. I also was questioned about the position a few times by my supervisor (BOB YALDEN). I do not remember what the settings of the equipment were at the time of the incident.

I certify, to the best of my knowledge and recollection, the above statement is correct.


(signature and date) 11/2/01

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

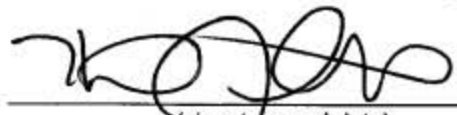
My name is THOMAS L. ROBERTS (RT). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the Cambridge Radar position from 11:47 UTC to 12:33 UTC.
(sector and position) (time) (time)

Text of statement: On Sept 11, 2001 during the period of 11:47 - 12:33 UTC I was assigned and working at the Cambridge Radar (392) position. At approximately 12:20 UTC I became aware of an AAL11 flight in adjacent airspace to my sector. This flight was experiencing difficulty and was from what I observed, off course, and heading towards my airspace. I was also informed that the aircraft was NORDO. During this sequence of events I was in communication with an AAL269. ~~At 12:25~~ ^{RT} I requested AAL269 to attempt a contact (radio) with company Flight 11. At this point of time I was under the premise that AAL11 was experiencing a mechanical or electrical

I certify, to the best of my knowledge and recollection, the above statement is correct.


(signature and date) 10/31/01

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation: problem. At a point in time prior to 12:28 UTC I became aware that AAL11 maybe subject to a possible Hijack Attempt. At approximately 1228 UTC I requested AAC 269 cease his attempts to contact AAL11. ~~AAL11~~^{Ri} I observed AAL11 track north of the ALBANY VOR and turn Southbound. I vectored all aircraft ^(M) under my control clear of AAL11 and performed coordination with Boston Sector 09 to insure airspace integrity. I do not remember what the various settings of the operational equipment were at the time of the incident.

I reserve the right to alter or change my statement at a future date as new information becomes available.

Thomas [Signature]

10/31/01

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is William Smith (PU). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 36R position from 1144 UTC to 1225 UTC.
(sector and position) (time) (time)

Text of statement:

I was asked by sector 38 to call AAL11 on guard frequency. I used the emergency frequency to say, "AAL11 if you read Boston Center on guard ident." There was no response. I called again on the emergency frequency, "AAL11 Boston Center on 121.5 do you read?" Once again there was no response. I called a third time on the emergency frequency, "AAL11 Boston Center." No response.

I do not recall what the various settings of the operational equipment were at the time of the accident/incident.

I reserve the right to change this statement if any other information becomes available.

I certify, to the best of my knowledge and recollection, the above statement is correct.

William Smith 10/31/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

New York New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is SCOTT JOHNSON (JO). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 36RA position from 1219 UTC to 1302 UTC.
(sector and position) (time) (time)

Text of statement:

I CALLED SECTOR 22 TO TRY TO GET
A ALTITUDE REPORT FROM ANOTHER AIRCRAFT THAT
WAS IN THE GENERAL LOCATION OF AAL11. SECTOR 22
HAD ALREADY SWITCHED COMMUNICATION OF THAT AIRCRAFT
TO SECTOR 21, SO I CALLED SECTOR 21 TO SEE IF THEY COULD
GET US ANY INFORMATION.

I DO NOT REMEMBER WHAT THE VARIOUS SETTINGS
OF THE OPERATIONAL EQUIPMENT WERE AT THE TIME OF
THE ACCIDENT/INCIDENT

I certify, to the best of my knowledge and recollection, the above statement is correct.

Scott Johnson 11/2/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

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AAL11

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, NY, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Jon Schippani (SA). I am employed as an
(name and operating initials in parenthesis)

Operational Supervisor by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the OSIC position from 1216 UTC to 1359 UTC.
(sector and position) (time) (time)

Text of statement: Approximately 8:20, Sector 46 advised me that AAL11 was Noordo + No transponder. I advised Area B to move traffic due to unknown alt. Shortly following, Sector 46 advised of foreign voice transmission about Hijack intentions. I notified watch desk Area B to that A/c as a hijack. When second transmission from AAL11 confirmed hijack voices I advised OMIC of definite hijack status. When I noticed UAL175 converging within AAL11 I checked with Area E supervisor to ensure A/c were not in vicinity of flight path. Area E supervisor told me they were spacing behind American 11 to attempt a visual of ACTITUDE.

I certify, to the best of my knowledge and recollection, the above statement is correct.

J. M. Schippani 9/18/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

NEW YORK, NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is DONALD C. LARSON (LN). I am employed as an
(name and operating initials in parenthesis)

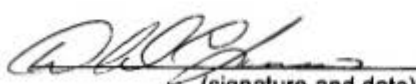
CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 10 R position from 1131 UTC to 1236 UTC.
(sector and position) (time) (time)

Text of statement:

I was inform by the controller at sector 9 that AAL11
WAS "NORDD" AND "NO TRANSPONDER" AND "NOBODY IS TALKING TO
HIM". I OBSERVED AAL11 CHANGE HEADING FROM NORTHWEST TO
DUE SOUTH. I VECTORED AIRCRAFT I WAS WORKING TO AVOID
AAL11. I ~~KNOW~~ ^{LN} ~~TRAFFIC~~ ^{LN} INFORMED DAL9930 OF THE SITUATION
THAT I KNEW REGARDING AAL11 AND GAVE DAL9930 AAL11'S
POSITION. DAL9930 VERIFIED AAL11 APPROXIMATE ALTITUDE.
^I ~~LN~~ INFORMED MY SUPERVISOR WHAT DAL9930 INFORMED ME.

I certify, to the best of my knowledge and recollection, the above statement is correct.

 11/1/01
(signature and date)

I RESERVE THE RIGHT TO AMEND MY STATEMENT AS INFORMATION
BECOMES AVAILABLE.

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Page 1

I DO NOT REMEMBER WHAT THE VARIOUS SETTING OF THE OPERATIONAL
EQUIPMENT WERE AT THE TIME OF THE ~~ACCIDENT~~ ^{INCIDENT} ~~LN~~.



**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

NEW YORK, NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is GREGORY TACCINI (TF). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 47R position from 1207 UTC to 1255 UTC.
(sector and position) (time) (time)

Text of statement:

I HEARD THE SECTOR 46 RADAR CONTROLLER TRYING TO REESTABLISH COMMUNICATIONS WITH AAL11. I CHECKED MY FREQUENCY MULTIPLE TIMES TO CONTACT THE AIRCRAFT. I CONTINUED TO MONITOR THE DATA BLOCK OF AAL11 ON MY SCOPE AND NOTICED THE TARGET BECAME PRIMARY ONLY. WHEN THE SECTOR 46 CONTROLLER ALARMED ME TO LISTEN TO HIS FREQUENCY, I ENABLED 127.82 ON MY VSCS. ONCE I HEARD THE TRANSMISSIONS I YELLED OUT THAT WE HAD A HI-JACK IN PROGRESS. I NOTIFIED THE SECTOR 38R CONTROLLER WHO'S AIRSPACE AAL11 WAS IN AT THE TIME.

I DO NOT REMEMBER WHAT THE VARIOUS SETTINGS OF THE OPERATIONAL EQUIPMENT WERE AT THE TIME OF THE INCIDENT.

I certify, to the best of my knowledge and recollection, the above statement is correct.

 11/6/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

NEW YORK, NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is MARK O'NEIL (MO). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 47 RA position from 1210 ± UTC to 1237 UTC.
(sector and position) (time) (time)

Text of statement:

I SAW AAL 11 FLYING NORTHWEST BOUND IN THE
VICINITY OF CTL (CHESTER)

I SAW THE FULL DATA BLOCK OF AAL 11 LOSE THE
RADAR TARGET.

I SAW A PRIMARY TARGET IN THE VICINITY OF
AAL 11 TURN SOUTH.

I RECEIVED A CALL FROM 38 RA ASKING IF I
HAD CALLED BOSTON APPROACH TO SEE IF AAL 11 WAS ON
THEIR FREQUENCY.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Mark O'Neil 11-5-01
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation:

I REPLIED THAT I HAD NOT CALLED BOSTON
APPROACH.

SECTOR 38 RA ASKED IF I WOULD CALL BOSTON
APPROACH.

I CALLED BOSTON APPROACH, ASKING THEM TO
CHECK THEIR FREQUENCY FOR AAH.

BOSTON APPROACH ADVISED THAT AAH WAS
NOT ON THEIR FREQUENCY.

I DO NOT REMEMBER THE OPERATIONAL EQUIPMENT
SETTINGS AT THE TIME OF THE INCIDENT.

I RESERVE THE RIGHT TO CHANGE AND OR AMEND
MY STATEMENT UPON RECEIPT OF NEW OR ADDITIONAL
INFORMATION.

Malcolm 11-5-01

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is MYRON SMITH (RS) MKS 3-19-02. I am employed as an
(name and operating initials in parenthesis)

OPERATIONS SUPERVISOR by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the RA-39 position from 1142 UTC to 1305 UTC.
(sector and position) (time) (time)

Text of statement:

WHEN AAL11 WAS WEST OF ALB IN A LEFT TURN, I THOUGHT THAT THE AIRCRAFT MAY HAVE AN ELECTRICAL PROBLEM BECAUSE OF THE LOSS OF RADIO CONTACT AND LOSS OF TRANSPONDER. I THOUGHT THAT THE AIRCRAFT WOULD ATTEMPT TO LAND AT ALB AIRPORT. I POINTED THE AIRCRAFT TO SECTOR 22, ADVISED THEM OF THE SITUATION, (NO RADIO, NO TRANSPONDER) THE AIRCRAFT MAY LAND AT ALB AND TO CLEAR THE AIRSPACE. AT ABOUT THE SAME TIME, THE SUPERVISOR FROM AREA C CAME OVER AND SAID THAT AAL11 WAS STILL ON SECTOR 46 FREQUENCY AND HE MAY BE MISJACKED. I THEN OBSERVED AAL11 TRACK TOWARD JFK.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Myron K. Smith 10-30-01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

I DO NOT REMEMBER WHAT THE VARIOUS SETTINGS
OF THE OPERATIONAL EQUIPMENT WERE AT THE
TIME OF THE INCIDENT.

M. X. Smith

10-30-01

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

NEW YORK, N.Y., on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is HENRY WHITE (WE). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 22R position from 1209 UTC to 1317 UTC.
(sector and position) (time) (time)

Text of statement: I RECEIVED A point-OUT FROM Sector 38
ON AAL11 - POSSIBLE ROUTE OF FLIGHT - AND COULD
I ASK A AIRCRAFT I WAS WORKING THE ALTITUDE
OF AAL11. I INFORM THE controller that I WAS
NO LONGER WORKING THE AIRCRAFT - THAT HE WAS
BEING WORK BY Sector 21.

I DO NOT REMEMBER what the VARIOUS setting
OF THE OPERATIONAL EQUIPMENT WERE AT THE TIME
OF THE ACCIDENT/INCIDENT.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Henry White 11/06/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL11 at _____
(aircraft identification)

New York, NY, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Stephen R. Schmatz (ST). I am employed as an _____
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 21R position from 1204 UTC to 1244 UTC.
(sector and position) (time) (time)

Text of statement:

I recieved a landline call from the 36 RA controller asking
me to watch the primary target that was near the ALB VOR.
The 36 RA controller stated that it was AAL11 and that radio
contact had been lost and they believed it was a hijacking in
progress. The 36 RA controller asked me to ask any traffic
I had in the area to look for this aircraft to help verify
his altitude. I do not remember what the various settings
over →

I certify, to the best of my knowledge and recollection, the above statement is correct.

Stephen R. Schmatz 11/6/01
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation:

of the operational equipment were at the time of the
accident/incident. I reserve the right to amend my statement
upon further review of the information related to the
accident/incident. / Stephen K. Schmalz 11/6/01

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Karen Waggoner (RT) I am employed as an
(name and operating initials in parenthesis)

Air Traffic Controller by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 05R position from 1222 UTC to 1257 UTC.
(sector and position) (time) (time)

Text of statement:

I received a point out from SO from Area B on AAL11 at that time she stated the altitude was unknown. I started a track on the AAL11 flight to track. I observed the track transition ~~for~~ my sector. Approximately 10 miles N of NY the track went into ~~East~~ Coast. I asked ICAW if they were still tracking the AAL11 and they said no. I advised my supervisor Don McEwen that I had lost the American. I was using my preset settings, however I did alter the range to be able to continue to track AAL11.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Karen Waggoner 6 Nov 2001
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

NEW YORK, NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is ALAN C. MILLER (TV). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 46 RA position from 1227 UTC to 1229/1248 UTC.
(sector and position) (time) (time)

Text of statement: AT 1227 I WAS INSTRUCTED TO WORK THE 46 RA POSITION TO HELP MONITOR A POSSIBLE HIJACK. THE SECTOR POSITION WAS MOVED TO R47 AT 1229 TO CONCENTRATE SOLELY ON AAL 11. EXCEPT FOR AAL 11 ALL PLANES WERE HANDED OFF AND COMMUNICATIONS WERE TRANSFERRED. I HEARD AN UNKNOWN VOICE, BELIEVED TO BE AAL 11 SAY "NOBODY MOVE PLEASE, WE ARE GOING BACK TO THE AIRPORT, DONT TRY TO MAKE ANY STUPID MOVES". I NOTICED THE TRACK OF AAL 11 GO TO COAST, AND THEN TURN TOWARDS THE SOUTH. I OBSERVED THE TRACK, NOW BEING TRACKED WITH A GOOD PRIMARY TARGET. I ~~BELIEVE~~ ^(TV) I THEN MOVED TO THE 46 R POSITION (STILL CLOSED) ON OR ~~NEAR~~ ^(TV) NEAR 1238 TO CONTINUE TO

I certify, to the best of my knowledge and recollection, the above statement is correct.

Alan C. Miller 11/5/01
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation:

(TV) TO MONITOR AAL 11. AT OR NEAR 1246
I OBSERVED AAL 11 GO TO A COAST TRACK, AND THEN SHORTLY
AFTER WAS INFORMED BY MY SUPERVISOR OF THE INCIDENT.
I DO NOT REMEMBER WHAT THE VARIOUS SETTINGS OF THE
OPERATIONAL EQUIPMENT WERE AT THE TIME OF THE INCIDENT.
I HAVE THE RIGHT TO ~~AMEND~~ (TV) AMEND OR MAKE EDITORIAL
CHANGES TO THE STATEMENT AS NEW OR PREVIOUSLY UNKNOWN
INFORMATION IS RECEIVED. / *William C. Miller 11/05/01*

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification) WMD 03/19/02
NEW YORK, NEW YORK, on 09/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is WILLIAM M. DEAN (WD). I am employed as an
(name and operating initials in parenthesis)
CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 20 RA position from 1208 UTC to 1313 UTC.
(sector and position) (time) (time)

Text of statement: I WAS WORKING ON THE SECTOR 20 RA
POSITION ON THE MORNING OF 09/11/01. I DO NOT RE-
MEMBER WHAT THE VARIOUS SETTINGS OF THE OPERATIONAL
EQUIPMENT WERE AT THE TIME OF THE INCIDENT.
THE SECTOR ~~FOR~~ ^{WMD} ~~SECTOR~~ WAS MODERATELY BUSY
WITH TYPICAL TRAFFIC SITUATIONS AT THE KINGSTON
SECTOR. THE 38 RA POSITION CALLED AND INFORMED
ME OF THE KNOWN STATUS OF AAL 11, I SUBSEQ-
UENTLY INFORMED R20 OF THIS INFORMATION AB-
OUT AAL 11. WHILE AAL 11 TRAVERSED THE SECTOR, THE
R20 CTRL ATTEMPTED TO HAVE OTHER AIRCRAFT
VISUALLY VERIFY THE ALTITUDE OF AAL 11. I COORDINAT-

I certify, to the best of my knowledge and recollection, the above statement is correct.

William M. Dean 10/31/01
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation:

ED ALL KNOWN INFORMATION ABOUT AAL 11
TO ZNY SECTOR 56. THERE WERE NO OTHER
UNUSUAL ACTIVITIES AT THE SECTOR
WHILE I WAS ON POSITION.

Wm. M. Gm 10/31/01

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving APL 11 at
(aircraft identification)

NEW NEW YORK, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is JOHN HARTLING (HT). I am employed as an
(name and operating initials in parenthesis)

CPC by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the 20 R position from 1233 UTC to 1303 UTC.
(sector and position) (time) (time)

Text of statement: AS I WAS RELIEVING THE PREVIOUS CONTROLLER A
DATA BLOCK APPEARED ON THE SCOPE (APL 11) THE ALBANY AREA. APL 11
WAS A PRIMARY TARGET ONLY. THE TARGET WAS MOVING NORTH TO SOUTH
WHEN IT ENTERED THE SECTOR AND I WAS TOLD THE LAST REPORTED ALTITUDE
WAS FL290. IT ENTERED THE SECTOR AT A SPEED OF ROUGHLY 530KTS
WHICH I THOUGHT WAS EXTREMELY FAST. APL 11 CONTINUED SOUTH AT THIS SPEED
UNTIL IT PAST THE IGH VOR WHEN IT STARTED A SHARP REDUCTION BELOW 300KTS.
AS IT DEPARTED THE SECTOR THE TRACK WENT INTO COAST MODE.

I DO NOT DO NOT RECALL THE EQUIPMENT SETTINGS.
JBA

I certify, to the best of my knowledge and recollection, the above statement is correct.

[Signature] 11/05/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL11 at New York, NY (aircraft identification)
WORLD TRADE CENTER on 9/11/01 1246Z UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is TERRY BIGGIO (OE) I am employed as an
(name and operating initials in parenthesis)
OPERATIONS MANAGER by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the OMIC position from 1030 UTC to 1358 UTC.
(sector and position) (time) (time)

Text of statement: AT APPROXIMATELY 1225Z I WAS ADVISED BY SMC DAN BUENO OF A POTENTIAL HIJACK SITUATION OF AAL11. DAN BRIEFED ME ON THE CIRCUMSTANCES AND I IMMEDIATELY CALLED THE NEW ENGLAND REGIONAL OPERATIONS CENTER (ROC). WHILE COORDINATING WITH THE ROC I SENT A SKYTEL MESSAGE TO THE ZBW GROUP IN THE ALERT NOTIFY GROUP ON THE AEA WEBSITE REGARDING A HIJACK IN PROGRESS. SINCE COCKPIT VOICES WERE TRANSMITTED OVER THE FREQUENCY I REQUESTED QUALITY ASSURANCE TO MAKE RECORDEDINGS BASED ON INPUT FROM THE AEA C SUPERVISOR TO DETERMINE WHAT WAS SAID AND TO SEE IF THERE WAS ANY INFORMATION ON THE TAPE WHICH WOULD HELP US DETERMINE WHETHER WE HAD A REAL HIJACKING. THE RECORDING CONFIRMED WE HAD A HIJACKING. THROUGHOUT THE EVENT I FACILITATED COORDINATION ACTIVITIES WITHIN BOSTON ARTCC AND BETWEEN BOSTON ARTCC EMPLOYEES AND THE ROC, THE ARTCC, NEW YORK CENTER, NEW YORK TRACON, NORTH EAST AIR DEFENSE, WASHINGTON CENTER + CLEVELAND CENTER. WHILE COORDINATING AND COMMUNICATING WITH THE NEW YORK CENTER OMIC I WAS ADVISED

I certify, to the best of my knowledge and recollection, the above statement is correct.

Terry Biggio 9/15/01
(signature and date)

BY THE NEW YORK CENTER OMIC OF AN ELT, WHICH WAS COINCIDENT WITH A CRAFT TRACK BEING OBSERVED ON THE SECTOR 55 MDM. WE WERE THEN ADVISED THAT
ZBW Form 7210-45 (Revised 8/98)

AN AIRCRAFT HIT THE WORLD TRADE CENTER.

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AMERICAN 11 at
NEW YORK, NEW YORK (BD) (aircraft identification) 1246 BD
WORLD TRADE CENTER (BD) on 9/11/2001 @ 1225 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is DANIEL D. BUENO (BD). I am employed as an
(name and operating initials in parenthesis)

Traffic Management Supervisor by the FAA at the Boston ARTCC, Nashua, NH.
(occupation) 1800 DDB 3/19/02

I was working the STMC position from 0930 UTC to 1730 UTC.
(sector and position) (time) (time)

Text of statement: At approximately 8:25a I as Schippani ARSA C
Supervisor, advised of a possible Hijack in progress. The
controller at the sector had heard voices in the
background of the flight deck making threatening statements.
American 11 was a Boston to Los Angeles departure,
NO radio contact, NO Altitude encoding AND a primary
target. I advised the Command Center of the situation
via the ATCSCC line. We conferenced NEW YORK CENTER/
CLEVELAND CENTER AND ADVISED THAT American 11, (possible
hijack flight) had made a turn southbound, not

I certify, to the best of my knowledge and recollection, the above statement is correct.

[Signature] 9/11/2001
(signature and date)

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

Text of statement continuation:

conforming to his flight plan, last Altitude known was flight level 290. After a few minutes we noticed the data tag of American 11 was losing speed. At that point I called New York TRACON via ARTCC line, and advised them of the current situation. I called Cape TRACON on the Cape 21 line and asked if it was possible to talk with OTIS AIR NATIONAL GUARD BASE TO SEE IF WE COULD SCRAMBLE SOME FIGHTERS TO INTERCEPT AMERICAN 11. We were then advised by the Systems Engineer that an aircraft had collided with the World Trade Center Building. I initiated a groundstop for all traffic departing Boston Center AIRSPACE

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

This statement concerns the accident/incident involving AAL 11 at
(aircraft identification)

New York, New York, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Joseph B. Cooper, Jr. (OP). I am employed as an
(name and operating initials in parenthesis)
Traffic Management Coordinator (TMC) by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the DSP2 position from 1204 UTC to 1315 UTC.
(sector and position) (time) (time)

Text of statement:

I coordinated with Huntress. I advised Huntress we had hijacked aircraft. I requested some assistance, Huntress requested and I supplied pertinent information. I was advised aircraft might be sent from Otis. I requested the aircraft call signs, in order to give priority handling.

I reserve the right to change this statement if new information becomes available. I do not remember what the various settings of the operational equipment were at the time of the accident/incident.

I certify, to the best of my knowledge and recollection, the above statement is correct.

Joseph B. Cooper, Jr. 10/20/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC

This statement concerns the accident/incident involving AAL11 at
(aircraft identification)

New York, NY, on 9/11/01 1246 UTC.
(write out location identifier before using the three letter identifier) (month, day, year and time)

My name is Colin Scoggins (CS). I am employed as an
(name and operating initials in parenthesis)


Airspace + Procedures + Military Operations Specialist by the FAA at the Boston ARTCC, Nashua, NH.
(occupation)

I was working the Visiting TMU + worked the MC position from 1237 UTC to 2400 UTC.
(sector and position) (time) (time)

Text of statement: *I specialize in airspace + procedures, and military operations. My intent was to check with TMU to make sure that fighters were requested for AAL11, a hijacked aircraft. Once at TMU the call to NEADS for fighter escort had just been made. I volunteered to help and man the mission coordinator (MC) position. Below is recollection of some of the telephone calls, and communications that occurred in the TMU unit. Unfortunately, most of those calls were made on the DSN telephone at the MC position. This is an unrecorded line at Boston Center, but is recorded at NEADS. Without a recording I am unable to provide a timeline, I did my best to keep things in order.*

- 1. Entered TMU unit to verify that NEADS was called to scramble fighters.*
- 2. Joe Cooper was talking to NEADS requesting fighter escort.*
- 3. Conversated with Dan Buono the STMC to verify that NEADS had been called. He advised me that they had, and briefed me on the hijack.*

I certify, to the best of my knowledge and recollection, the above statement is correct. Cont.

 9/20/01
(signature and date)

**PERSONNEL STATEMENT
FEDERAL AVIATION ADMINISTRATION
BOSTON ARTCC**

Text of statement continuation:

4. Contacted NEADS to see if they could identify AAL11 primary target only, attempting to get an altitude from their radar. NEADS unable to identify target.
5. Conversed with Don Bruno on AAL11 target, target seemed to be slowing down entering ZNY's airspace, possibly descending.
6. Contacted NEADS requesting them to identify AAL11 primary target, to receive an altitude readout from their radar system. NEADS unable to identify target. Advised NEADS that they should consider launching fighters from ACT, that our ANGB might not be able to catch up to the AAL11.
7. Primary Radar target lost, conversed with Don Bruno about radar coverage, aircraft possibly descended below our radar coverage.
8. Conversed with Don Bruno about whether the fighters had scrambled or not, Don advised that Cape Sector had issued the clearance but didn't believe they were off yet.
9. Call from Hattross (Senior as NEADS), SGT Powell advising us about the fighters from Otis ANGB, advising ZBW that the fighters should be airborne. Advised SGT Powell that radar was lost.
10. Began numerous discussions with a female Major @ NEADS, believe to be Major Doshins on DSN 587-6368. We needed to identify radar target, gave last known position 8 NM northeast of JFK, also gave L/C of last position.
11. TMU Unit notified of an ELT and an aircraft had hit the WTC.
12. Discussions in TMU on what aircraft hit the WTC. I believe a call was made to AAL operations to confirm. It was apparent it was AAL11.

 9/20/01

ZBW-ARTCC-148
AAL11

Section 12.
Weather Product



ZBW-ARTCC-148
AAL11

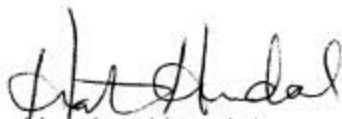
BOSTON ARTCC 09/11/2001

METAR KLGA 111151Z 32009KT 10SM FEW250 19/14 A3011 RMK A02
SLP196 70053 T01940139 20194 51016 (PAS)

METAR KLGA 111251Z 32009KT 10SM FEW250 20/14 A3013 RMK A02
SLP201 T02000139 (PAS)

METAR KLGA 111351Z 34009KT 10SM FEW010 SCT250 2/13 A3013 RMK
A02 SLP204 FU FEW010 FU PLUME SW DRFTG SE T02220133 (PAS)

I certify that this is a true copy of the original which was used by the controller.



Heather Hemdal
Air Traffic Manager
Boston ARTCC

